



# Finding mental health support can sometimes feel difficult.

With Cigna Total Behavioral Health<sup>®</sup>, you have easy-to-navigate access to support.

## The help you need to feel better

Finding a path to feeling better mentally and emotionally can feel overwhelming. Even on the best days, taking that next step is difficult without special support. As a Cigna Healthcare<sup>SM</sup> customer, you have access to so much to help you, including digital resources, aid with stress and anxiety, therapy, coaching and care for more complex behavioral health needs. Here's an [example](#) of how it works. Know that we are here for you 24/7 and you don't have to face things alone.



### Behavioral care that meets you where you are

We have many convenient options to address your unique mental health needs — including face-to-face, phone and video appointments, as well as virtual providers that use secure messaging. **You'll also get up to three visits with a licensed clinician in our employee assistance program network at no cost to you.**<sup>1</sup> We also make it easy to find care when you need it — including therapist matching, provider appointment searches, help with scheduling appointments and online scheduling options.<sup>2</sup>



### Unlimited real-time support

Get immediate care and support, 24/7/365. Our licensed clinicians provide consultations in the moment to help you with a care plan or to talk about what you're going through.



### 100% follow up

After you've engaged with our team, we'll check in with you to make sure your needs are being met. If you need additional support, we can help with that, too.



### A special navigator to help and guide you

This is your single point of contact for whatever needs or concerns you have throughout your path to care.



### Help finding the right therapist

Our provider matching considers factors like your age, your reason for seeking treatment, the type of treatment you're looking for, your preference for virtual vs. in-person care delivery options, and more.



### myCigna.com support

Answer a few questions to be guided to recommendations for support, to help you along your journey quickly and easily. Here's a [video](#) on how easy it is to use. You can also access behavioral health coaching, peer support and self-guided learning activities in apps like **Happify** and **iPrevail** to help build resilience and decrease stress.

## Behavioral specialty coaching and support services

Our coaches provide dedicated support for a broad range of conditions, like:

- Autism spectrum disorder
- Eating disorders
- Substance use
- Opioid and pain management
- Intensive behavioral case management

We also provide support for teens, parents and families, which empowers individuals to be effective advocates for their family member or their own mental health needs.

The **Changing Lives by Integrating Mind and Body® (CLIMB)** program is for individuals struggling to cope with the mental and emotional aspects of chronic stress. CLIMB is an educational group coaching program where members learn skills to help them build resiliency.

## Guidance for losing weight, quitting tobacco and reducing stress

Lifestyle management programs can help you reach your goals through phone support and online coaching.

## Services to help manage life events

- Up to **three free sessions** with a licensed clinician<sup>1</sup> in our employee assistance program network
- Support for a range of topics, including: parenting, relationships, child care and adoption, pet care, education, identity theft support, legal and financial consultation services<sup>4</sup>

## Care for every step of your journey

Our team of licensed mental health clinicians ensure you and your family have the care you need for each stage of the journey, across all levels of care. For example, we can help with:

- Locating a health care professional or facility in our nationwide network, including Centers of Excellence (COEs) that have earned a top ranking for quality and cost-effective care in areas like adult mental health, child and adolescent mental health, eating disorder and substance use treatment<sup>5</sup>
- Finding community resources and programs
- Accessing other wellness and lifestyle programs available to you

**To learn more, visit [myCigna.com](https://myCigna.com) and click the Wellness tab, then select Mental Health Support. You can also chat with us 9am-8pm ET or call the toll-free number on your ID card 24/7.**

1. Virtual or face-to-face. Visits per issue per year vary based on plan coverage. Simply call Cigna Healthcare or click to chat from myCigna to obtain an authorization code to give to your provider. Some restrictions apply, please check with your employer to confirm services included in your plan.

2. Cigna Healthcare provides access to virtual care through national telehealth providers as part of your plan. This service is separate from your health plan's network and may not be available in all areas or under all plans. Referrals are not required. Video may not be available in all areas or with all providers. Refer to plan documents for complete description of virtual care services and costs.

3. Customers under age 13 (and/or their parent/guardian) will not be able to register at myCigna.com. The MyCigna mobile app does not have the same functionality/capability that is available on myCigna.com. App/online store terms and mobile phone carrier/data charges apply.

4. Legal consultations related to employment matters are excluded.

5. The Cigna Center of Excellence designation is a partial assessment of quality and cost-efficiency and should not be the only basis for decision-making (as such measures have a risk of error). Individuals are encouraged to consider all relevant factors and talk with their physician about selecting a health care facility. Quality designations and ratings found in Cigna Healthcare's online provider directories are not a guarantee of the quality of care that will be provided to individual patients. Providers are solely responsible for any treatment provided and are not agents of Cigna Healthcare.

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