



# YOU'RE NOT ALONE

The Cigna Total Behavioral Health Program can help you move forward.

Studies show that behavioral problems, such as depression, can contribute to heart disease.<sup>1</sup> Many physical conditions can worsen with stress, substance use and other behavioral health issues. Our Cigna Total Behavioral Health<sup>®</sup> program can help.

## Our whole-person approach

If you or a loved one has been diagnosed with a behavioral health condition, Cigna is here for you. Our comprehensive program provides help with life events, dedicated support, lifestyle coaching, and online tools. We help you take control of your health – mind and body.

**Services to help manage life events** – At no additional charge to you, you can receive face-to-face sessions<sup>2</sup> with a licensed mental health professional in Cigna's Employee Assistance Program network. You also get online, on-demand seminars, as well as community resources and referrals on a range of topics, including:

- › Child care
- › Adoption
- › Senior care
- › Pet care
- › Legal and financial consultation services<sup>3</sup>
- › Identity theft support
- › Summer camps
- › Parenting
- › Convenience services

**Virtual behavioral care** – You can talk to a licensed psychiatrist or counselor by phone or video with MDLIVE or Cigna Behavioral Health network. With MDLIVE you can schedule phone and video appointments online. With Cigna Behavioral Health network, you can find a provider and start video counseling by going to MyCigna.com, Find Care & Costs.

You can also access online therapy through Talkspace, via private messaging or live video session. Refer to your plan documents for costs and details of coverage.



**On-demand coaching and personalized learning with iPrevail offered through Cigna<sup>4</sup>** – Learn how to boost your mood and improve mental health with on-demand coaching 24/7. After completing a brief assessment, you receive a program tailored to your needs that includes interactive lessons and tools. You get access to a peer coach who is matched based on your symptoms. You can also join support communities focused on stress, anxiety, depression and more.



**Science-based activities and games for stress and worries, with Happify offered through Cigna<sup>4</sup>** – Everyday stressors can impact your relationships, work, health and emotional well-being. But you can change your outlook – and the way you see the world – with Happify. Happify's activities and games are designed to help you overcome life's challenges and can be accessed at any time.

Together, all the way.<sup>®</sup>



**You can call us anytime, any day.** We're here 24/7 to assist you with your routine and urgent needs. We can also help you with appointment scheduling too.

### **Behavioral Specialty Coaching & Support**

**Services** – Our coaches provide dedicated support for a broad range of conditions including:

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

We also provide coaching and support for parents and families, which empowers individuals to be effective advocates for their family member or their own mental health needs. Our team can help for as long as needed. (You must stay covered under your plan to continue service.) They can help you:

- › Understand a behavioral diagnosis.
- › Learn about treatment choices and how your choices can affect what you'll pay out of pocket.
- › Identify and manage triggers that affect your condition.
- › Find a health care professional or facility in Cigna's network geared to your needs. Our network includes Centers of Excellence for Mental Health and Substance Use facilities that provide quality, cost-effective care.

- › Find community resources and programs near you.
- › Get referrals to other Cigna wellness and lifestyle programs available to you.

### **Take control of your health with extra support.**

**Lifestyle management programs** – Get help to reach your goals like losing weight, quitting tobacco or lowering your stress level. Each program offers support with phone and online coaching.

**Behavioral awareness webinars** – Cigna offers free monthly seminars on autism, eating disorders, substance use and behavioral health awareness for children and families. The seminars are taught by industry experts and offer tips, tools and helpful information.

**Enhanced online tools** – Visit **myCigna.com** or use the myCigna® app to access on-demand support, including:

- › Information about your benefits, in-network providers and treatment options
- › Health and well-being articles
- › Self-assessments, stress management and mindfulness podcasts and tools

Additional resources can be found on **Cigna.com**.

**99% of program participants were very satisfied with the service their case manager provided.<sup>5</sup>**



#### **To learn more or access services:**

To access services to help manage life events, visit **myCigna.com**, Coverage, Employee Assistance Program. You can call **877.231.1492** for referrals or go online, search the provider directory and obtain an authorization.

For links to iPrevail and Happify, visit the Wellness page – Emotional Health on **myCigna.com**.

You can also call the toll-free number on your Cigna ID card.

1. American Psychological Association, Mind/Body Health: Heart Disease, 2018.

2. Three face-to-face visits per issue per year. Some restrictions apply, please check with your employer to confirm services included in your plan.

3. Legal consultations related to employment matters are not available under this program.

4. iPrevail and Happify program services are provided by independent companies/entities and not by Cigna. Programs and services are subject to all applicable program terms and conditions. Program availability is subject to change. These programs do not provide medical advice and are not a substitute for proper medical care provided by a physician. Information provided should not be used for self-diagnosis. Always consult with your physician for appropriate medical advice.

5. Cigna satisfaction survey, 2019.

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