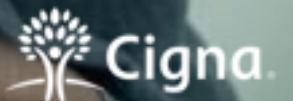


A man with dark hair and a light beard, wearing a blue button-down shirt, is sitting at a wooden desk. He is holding a white smartphone to his ear with his right hand and a baby with his left hand. The baby, a young girl with dark hair in a bun, is wearing a white long-sleeved shirt and is looking down at a laptop screen. The man is smiling slightly. In the background, there is a bookshelf and a window with orange curtains. A blue banner is overlaid on the left side of the image.

# BEHAVIORAL HEALTH SUPPORT



# BEHAVIORAL HEALTH RESOURCES

## Clinical support

Three sessions to connect with licensed clinicians in our network, at no cost to you<sup>1</sup>

## Happify™ offered through Cigna

Digital self-guidance tool to help increase resilience through activities, games and guided meditations. Designed to help reduce stress and anxiety while encouraging confidence<sup>2</sup>

## iPrevail offered through Cigna

On-demand peer coaching and personalized learning to help boost your mood and improve mental health care<sup>2</sup>

1. Three visits per issue per year. Restrictions apply to fully insured business sites in New York.

2. 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.





## Cigna Emotional Well-Being Virtual Support

The help you need is only a click or call away. Visit [myCigna.com](https://mycigna.com) and select “connect now” under “My Health Team” to learn more about available resources or to schedule an appointment. You may be asked to provide your Cigna ID#, identification and a credit card to cover the cost share. Your approval is required prior to processing any payment. Please call **800.244.6224 any time** for assistance.



Behavioral digital/virtual care with trained coaches, therapists and psychiatrists. Available 24/7/365

- Help with stress, sleeping issues, anxiety and depression
- Virtual video: Licensed Therapist and Psychiatrist
- Text coaching/therapy
- Nationwide coverage
- Behavioral Health coaching
- Age 18+
- Customer cost share may apply, waived on PPO 400



Virtually connect with a Licensed Therapist or Psychiatrist via live video and private texting.

- Help with anxiety, depression, stress, obsessive compulsive disorder, substance use and addiction
- Virtual video: Licensed Therapist and Psychiatrist
- Text coaching/therapy
- Nationwide coverage
- Age 13+
- Customer cost share may apply, waived on PPO 400



Virtual medical and behavioral health services with a Counselor or Psychiatrist for most non-emergency conditions

- Help with anxiety, depression, stress, obsessive compulsive disorder, substance use and addiction
- Virtual video: Licensed Therapist and Psychiatrist
- Nationwide coverage
- Age 10+
- Customer cost share may apply, waived on PPO 400



Live virtual therapy and digital tools, texting assigned Therapist between sessions. Most users have a significant reduction in symptoms in eight weeks.

- Help with obsessive compulsive disorder
- Virtual video: Licensed Therapist
- Text coaching/therapy
- Availability may be limited<sup>1</sup>; visit [myCigna](https://mycigna.com) for coverage areas
- Age 6+
- Customer cost share may apply, waived on PPO 400



12-week virtual counseling program. Live virtual counseling with a Licensed Therapist and private texting. Ongoing 9-month check-ins available as needed.

- Help with anxiety, depression and stress
- Virtual video: Licensed Therapist
- Text coaching/therapy
- Availability may be limited<sup>1</sup>; visit [myCigna](https://mycigna.com) for coverage areas
- Age 18+
- Customer cost share may apply, waived on PPO 400



# Behavioral Virtual Capabilities

Getting the support you need



| Behavioral Services                            | Ginger <sup>2</sup> | MDLIVE <sup>1,2</sup> | Meru <sup>1</sup> | NOCD <sup>1</sup> | Talkspace <sup>2</sup> | Happify <sup>2</sup> | iPrevail <sup>2</sup> |
|--|---------------------|-----------------------|-------------------|-------------------|------------------------|----------------------|-----------------------|
| 24/7 Availability                              | ♦                   |                       |                   |                   |                        | ♦                    | ♦                     |
| Visit: Virtual Video with a Licensed Therapist | ♦ <sup>+</sup>      | ♦                     | ♦                 | ♦                 | ♦                      |                      |                       |
| Visit: Virtual Video with a Psychiatrist       | ♦ <sup>+</sup>      | ♦                     |                   |                   | ♦                      |                      |                       |
| Text Coaching/Therapy Capabilities             | ♦                   |                       | ♦                 | ♦                 | ♦                      |                      | ♦                     |
| Offered Nationwide                             | ♦                   | ♦                     |                   |                   | ♦                      | ♦                    | ♦                     |
| Behavioral Health Coaching <sup>3</sup>        | ♦                   |                       |                   |                   |                        |                      | ♦                     |
| Peer Support Specialists <sup>4</sup>          |                     |                       |                   |                   |                        |                      | ♦                     |
| Anxiety/Depression/Stress                      | ♦                   | ♦                     | ♦                 |                   | ♦                      | ♦                    | ♦                     |
| Obsessive Compulsive Disorder                  |                     | ♦                     |                   | ♦                 | ♦                      |                      |                       |
| Substance Use/Addiction                        |                     | ♦                     |                   |                   | ♦                      |                      | ♦                     |
| Customer cost share applies                    | ♦                   | ♦                     | ♦                 | ♦                 | ♦                      |                      |                       |
| No customer cost share                         |                     |                       |                   |                   |                        | ♦                    | ♦                     |

\*With Ginger, customers have to begin with a behavioral coach. If needed, a customer may be triaged up to a therapist or psychiatrist, all within the Ginger system.

1. Cigna 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. 2. 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. 3. Behavioral coaching - focuses on the present and what you want to accomplish in the future. They provide techniques and strategies to help create a plan and reach personal goals. 4. Peer support Specialists - bring their own personal knowledge of what it is like to live and thrive with mental health conditions and substance use disorders. They provide understanding, coping skills and empowerment through mentoring and other supports.



# VIRTUAL BEHAVIORAL CARE<sup>1</sup>



**Licensed counselors and psychiatrists can diagnose, treat and prescribe medications for non-emergency behavioral/mental health conditions, including:**

- Addiction
- Bipolar disorder
- Child/adolescent issues
- Depression
- Eating issues
- Grief/loss
- Life changes
- Men's issues
- Panic disorders
- Parenting issues
- Postpartum depression
- Relationship and marriage issues
- Stress
- Trauma/PTSD
- Women's issues

1. This is not a full list and is subject to change. Cigna provides access to virtual care through participating in-network providers. Not all providers have virtual capabilities. Cigna also 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. All health care providers are solely responsible for the treatment provided to their patients; providers are not agents of Cigna. Refer to plan documents for complete description of virtual care services and costs.



# Complex, High Cost Conditions

## Behavioral specialty coaching & support services

Autism

Eating disorders

Intensive case management

Opioid & pain management

Parents and families

Substance use

**Outreach + Engagement =  
Drives better outcomes**



# BEHAVIORAL HEALTH: ADDITIONAL SUPPORT



**Seminars** offered monthly on topics such as autism, eating disorders, substance use and behavioral health



## **Coaching/Support Services**

- Addresses challenges such as autism spectrum disorder, eating disorders, pain management, substance use
- Provides help for individuals and families when it comes to understanding a behavioral diagnosis or learning about treatment choices
- Identifies in-network providers and what you'll pay



**Online tools** to locate in-network providers and facilities, as well as stress management, health and well-being information



# Resources to support emotional well-being

## **Stress management tools**

Doctor-approved resources and information to help employees build a P.L.A.N. to manage stress. To make a P.L.A.N., just find a Period of time to unwind. A Location to de-stress. An Activity to enjoy. And the Name of someone to talk to.

## **Resilience self assessment**

A questionnaire that measures how resilient you are today and offers advice to help build your resilience for tomorrow.





# 24/7 crisis support

When customers need us most

**We recognize signs** – even on regular service calls, we know what to listen for.

**We know crisis support includes solving basic needs** – we assess the holistic needs of our customers, including social and economic needs – and connect them with community resources.

**24,300**

after hours  
crisis calls<sup>1</sup>

**37,800**

weekday crisis  
calls<sup>1</sup>

**69,500**

community  
support calls<sup>1</sup>

**131,600**

total calls  
served in 2020<sup>1</sup>

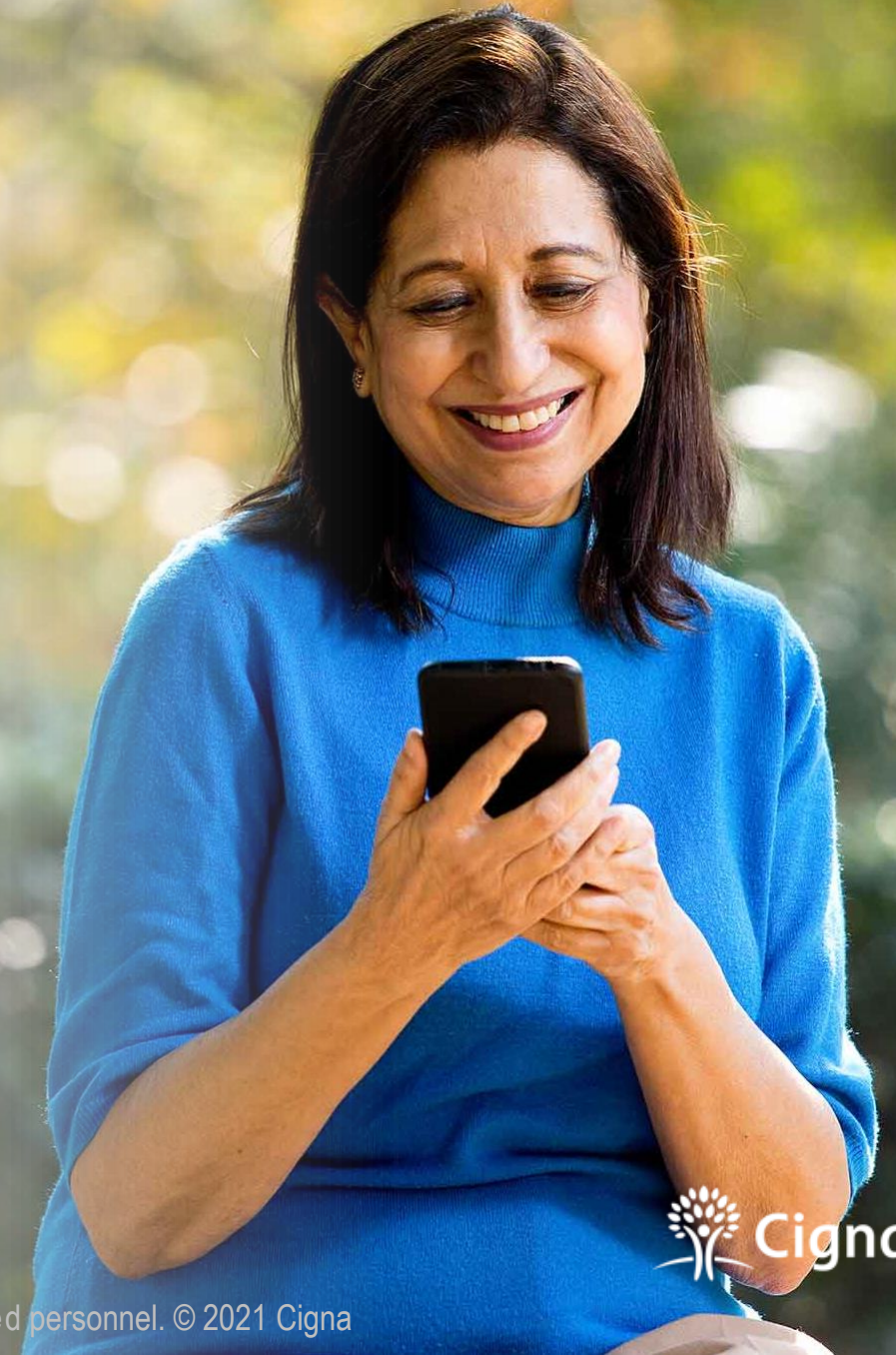


# CIGNA ONE GUIDE®

Cigna One Guide helps you make informed choices and get the most from your plan, offering personalized support to help you stay healthy and save money.

## During enrollment, we're just a call away to help:

- Answer questions about the basics of coverage for Cigna medical plans and products
- Identify the types of Cigna health plans available to you to help you choose the one that best meets your needs
- Find out if your doctors are in network to help you avoid unnecessary costs
- Get answers to any other questions you may have about the plans or provider networks available to you
- Pre-Enrollment Line Phone Number: 1.888.806.5042



Product availability may vary by location and plan type and is subject to change. All group health benefit plans and health insurance policies contain exclusions and limitations. For costs and complete details of coverage, see your plan documents or contact your Cigna representative.

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