



# Behavioral Programs

**Life happens.  
We can help.**  
For whatever challenges  
come your way.



# Behavioral Programs

## How we can help.

Challenges to mental well-being come in many forms, and so do the ways we can work through them. Whether you need help reducing stress, are feeling motivated to make a change in your life, or need to talk to someone, we offer a variety of behavioral support tools and services to help ensure you get the support that works best for you.

**Virtual  
Counseling**

**Emotional  
Wellness**

**Mental  
Health**

**Substance  
Use**



## Behavioral Programs



### Virtual Counseling<sup>1</sup>

Receive quality, behavioral health care without leaving home. Simply connect via your phone, computer or tablet and you can:

- [Schedule appointments](#) online with licensed counselors or psychiatrists through our virtual only provider groups.
- Get access to providers with a wide variety of specialties such as autism and substance use, as well as providers who specialize in treating emergency responders.
- Find a virtual provider for every need
  - MDLIVE for stress, anxiety and burnout
  - Talkspace for private text therapy<sup>3</sup>
  - Headspace Care for text based behavioral health coaching, self-guided learning activities and if needed<sup>3</sup>
  - Meru Health for app-based virtual counseling for anxiety, depression or burnout<sup>3</sup>
  - Brightline for virtual behavioral health coaching for families and children ages 18 months through 17 years old<sup>3</sup>
- Obtain appointments often in two days or less through provider partners Alma, Bicycle Health, Brightside, Headway, Meru Health, and Rula.<sup>3</sup>
- Pay same out-of-pocket cost share as an in-office visit when you use a virtual provider.
- Access virtual counseling, work/life referrals and resources if you have a Cigna Healthcare<sup>SM</sup> Employee Assistance Program (EAP) or Confide Behavioral Health Navigator enhanced EAP program.<sup>4</sup> To learn more, visit [myCigna.com](https://myCigna.com)<sup>®</sup>.

#### Here's how

Visit [myCigna.com](https://myCigna.com) to find a provider.



## Emotional Wellness

The stress impact on health can be significant, both physically and emotionally. We offer tools and resources to help you recharge your mind, lower stress, and bounce back when life gets hectic.

- Learn to live life more fully in the moment through our [Changing Lives by Integrating Mind and Body<sup>®</sup> \(CLIMB\) stress management podcasts](#).
- Veterans and their families (customers and non-customers) can call toll-free 855.244.6211 – or [visit](#) our resource page for support 24/7/365 days a year.
- Access a variety of resources to help you assess and manage stress through our [Managing Stress Toolkit](#).
- Explore helpful ways to manage your stress, balance your diet and accomplish other goals by accessing My Health Assistant under the Wellness tab on [myCigna<sup>®</sup>](#).
- Find a quality health care professional or facility in our Centers of Excellence (COEs)<sup>6</sup> for Mental Health and Substance Use.
- [Find a provider<sup>5</sup>](#) on the myCigna directory.
- If you have a Cigna Healthcare<sup>SM</sup> EAP or Confide Behavioral Health Navigator enhanced EAP program,<sup>3</sup> you have access to virtual counseling, work/life referrals and resources. To learn more, visit [myCigna.com](#).

Access additional resources on [Cigna.com<sup>®</sup>](#).

## Mental Health

We can help you find support when you need it most. From inpatient and outpatient services to online tools, behavioral coaches, and educational support – we're here for you.



- **Centers of Excellence (COEs)<sup>6</sup>** – We have a nationwide network of COEs which provide quality and affordable inpatient and residential care as well as partial hospitalization and intensive outpatient care, for mental health disorders.
- **A variety of modality options**, such as private text messaging with providers like Talkspace, and behavioral health coaching via text-based chats with Headspace Care.<sup>3</sup>
- **[Behavioral Awareness Series](#)** – Free seminars on topics including autism, eating disorders, substance use, children and families.

### Here's how

If you or a loved one is in crisis, call the number on your ID card 24/7/365.

**[Find a provider](#)** – Find a health care professional or facility in our network geared towards your needs.

**Help Finding an Appointment** – Our team will reach out to providers and help you find an appointment based on your schedule. Just call the number on your ID card.



## Substance Use

If you or a loved one are struggling with substance use, it can affect everything. We're here to help you on the road to recovery with inpatient and outpatient services, online tools, behavioral coaches, and educational support.

- **Centers of Excellence (COEs)**<sup>6</sup> – We have a nationwide network of COEs which provide quality and affordable inpatient and residential care as well as partial hospitalization and intensive outpatient care, for substance use disorders.
- **Virtual Medication – Assisted Treatment** and peer recovery support available.
- **A variety of modality options**, such as private text messaging with providers like Talkspace, and behavioral health coaching via text-based chats with Headspace Care.<sup>3</sup>
- **[Behavioral Awareness Series](#)** – Find information to help understand risks, causes, and substance use support options – for you, or someone you know.

### Here's how

If you or a loved one is in crisis, call the number on your ID card 24/7/365.

**[Find a provider](#)** – Find a health care professional or facility in our network geared to your needs.

**Help Finding an Appointment** - Our team will reach out to providers and help you find an appointment based on your schedule. Just call the number on your ID card.



## Looking for help or more information?

# We're here to help



Online at  
[myCigna.com](https://myCigna.com)



By Phone  
call the number  
on the back of  
your ID card

1. 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. 2. For CA: Services may be available on an in-person basis or via telehealth from the enrollee's primary care provider, treating specialist, or from another contracting individual health professional, contracting clinic, or contracting health facility consistent with California law. Enrollees that have coverage for out-of-network benefits may receive services either via telehealth or on an in-person basis using the enrollee's out-of-network benefits. Note: out-of-network benefits, if available, will generally include higher out-of-pocket financial responsibility and no balance-billing protections. Please refer to your benefit plan documents for specific information about your benefit plan and out-of-network benefits. 3. Program services are provided by independent companies/entities and not by Cigna Healthcare. 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. 4. Please check with your employer to confirm services included in your plan. 5. Just because a healthcare provider is listed in the directory doesn't mean that your health plan will cover all services. Look at your official plan documents, or call the number listed on your ID card, for information about the services your plan covers. 6. The Cigna Healthcare 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.

EAP services are in addition to, not instead of, your health plan benefits. These services are separate from your health plan benefits and do not provide reimbursement for financial losses. Customers are required to pay the entire discounted charge for any discounted legal and/or financial services. Legal consultations related to employment matters are excluded. Additional restrictions may apply. Program availability may vary by plan type and location, and are not available where prohibited by law.

This information is for educational purposes only. It's not medical advice. Always ask your doctor for appropriate examinations, treatment, testing, and care recommendations.

Programs and services are subject to all applicable program terms and conditions. Product availability may vary by location and plan type and is subject to change. Cigna Healthcare products and services are provided exclusively by or through operating subsidiaries of The Cigna Group.

954767 c 08/24 © 2024 Cigna Healthcare. The Cigna Healthcare name, logo and other Cigna marks are owned by Cigna Intellectual Property, Inc.

