



MAKE THE MOST OF YOUR BEHAVIORAL HEALTH BENEFITS

myCigna.com makes it easy

We are committed to making it easy to get the behavioral health support you need, when you need it. That's why your health plan comes with access to myCigna.com – your personalized website that puts all your plan information and resources right at your fingertips.

On myCigna.com, you can:

- Find in-network behavioral health and substance use providers, including **virtual and Fast Access** providers
- Learn what provider types are most appropriate for your needs based on your search criteria
- Review Employee Assistance Program* (EAP) services
- Search for our **Centers of Excellence** facilities for mental health, substance use, eating disorders, and child and adolescent care



To search the provider directory for in-network behavioral health providers, log in to myCigna.com and click on the “Find Care & Costs” tab.

Having trouble finding a provider or getting an appointment?

We are here to help, 24/7/365.

Our team will reach out to providers and help you find appointments based on your schedule.

Non-Medicare customers: Call **800.274.7603**
Medicare customers: Call **800.866.6534**

What is a virtual visit?

Many of our in-network behavioral providers offer the convenient option to receive care via video. Your out-of-pocket cost is the same as an in-office visit. And, if you're an EAP customer,* you can take advantage of your EAP behavioral sessions virtually too.

To find a list of virtual providers who can see you quickly:

- Log in to **myCigna.com**
- Click the blue “Connect Now” button
- Select “Connect” under “Counseling”

What is a Fast Access Provider?

Fast Access providers offer our customers first-time appointments faster, including:

- Therapy and EAP appointments (counselor, social worker or psychologist) within five business days,
- Prescriber appointments (psychiatrist or psychiatric nurse practitioner) within 15 business days

Most of these providers also offer virtual visits and will even coordinate care with your primary care provider (PCP) and other medical providers.

Together, all the way.®



Offered by Cigna Health and Life Insurance Company, Connecticut General Life Insurance Company or their affiliates.

Once I find a provider, how will I make an appointment?

Many behavioral health providers lead their own independent practices and may not have office staff to take your call. Simply leave a voicemail clearly stating the information below and request a call back.

- Your name, that you're a customer and the reason for your call
- How you can be reached and best days and times for an appointment

What types of providers would I see for help with a behavioral health concern?

Licensed therapists

Licensed therapists can diagnose and treat mental health or substance use concerns. They can help you develop coping skills in addition to providing other care and services. Therapists include psychologists, counselors and social workers.

Psychiatrists and nurse practitioners

Psychiatrists and behavioral health nurse practitioners can diagnose and treat behavioral health or substance use concerns, typically by prescribing and monitoring medication, in addition to other care and services.

Behavioral facilities or programs

Behavioral health facilities typically include hospitals and residential settings that offer specialized inpatient and outpatient treatment for detoxification, rehabilitation and behavioral health needs.

Have more questions?

Log in to **myCigna.com** or call the number on the back of your health plan ID card 24/7/365.



*EAP is available if offered by your employer.

This flyer is for informational purposes only. It is not medical advice. Always consult your doctor for appropriate examinations, treatment, testing and care recommendations, including prior to choosing another provider for care. In an emergency, dial 911 or visit the nearest emergency room.

Health benefit plans vary, but in general to be eligible for coverage services must be medically necessary and provided by a licensed health care provider. Depending on your plan, you may be required to use an in-network provider for coverage to apply. Plan coverage is subject to any applicable deductible, copay and/or coinsurance requirements. Product availability may vary by location and plan type and is subject to change. All group health insurance policies and health benefit plans contain exclusions and limitations. For costs and complete details of coverage, see your plan documents. The providers that participate in the Cigna network are independent contractors solely responsible for the treatment provided to their patients. Providers are not agents of Cigna.

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