

A woman with dark hair tied back, wearing a light grey sweater and blue jeans, is sitting cross-legged on a green couch. She is smiling and looking at a silver laptop on her lap. The background is a blurred indoor setting with a wooden table and white walls. A large blue curved shape is overlaid on the top left of the image.

# 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.

You can enjoy special **individualized one-on-one support** through a Care Navigator—your single point of contact throughout your path to feeling better.

**You can call us anytime, any day.** We're here 24/7 to assist you.

Through **unlimited in-the-moment consultations** you can connect immediately with a licensed clinician for 45-60 minutes just by calling Cigna Healthcare<sup>SM</sup>.

You can count on **100% follow up**. After your initial consult, we'll check in with you digitally or telephonically to ensure your needs are being met or provide additional assistance if needed.

In addition, we provide **24/7 guided navigation on myCigna.com**<sup>®.\*</sup> After completing a brief assessment, you are presented with real-time customized options, programs and services. This includes access to find care digitally, virtually or in-person.

We provide **enhanced ways to access care** with provider search and match support, appointment scheduling support, and new online scheduling options.

[Watch an example here](#) of how we provide support.

Virtual  
Counseling

Mental  
Health

Substance  
Use

Coaching  
& Support



\* On MyCigna.com under the Wellness Tab, Mental Health Support.



## Behavioral Programs

Home



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### Virtual counseling<sup>1</sup>

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

- Have access to one of the largest virtual networks in the country.
- [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.
- There is a virtual provider for every need:
  - MDLIVE for stress, anxiety and burnout
  - Talkspace for private text therapy<sup>5</sup>
  - Headspace for text based behavioral health coaching, self-guided learning activities and if needed video-based therapy and psychiatry<sup>5</sup>
  - Meru Health for app-based virtual counseling for anxiety, depression or burnout<sup>5</sup>
  - Ria Health for virtual, evidence-based alcohol treatment programs<sup>5</sup>
- Appointments often available in two days or less through provider partners Alma, Bicycle Health, Brightside, Headway, Meru Health, and Rula.
- Same out-of-pocket cost share as an in-office visit when you use a virtual provider.
- If you have a Cigna Healthcare EAP or Confide Behavioral Health Navigator enhanced EAP program,<sup>2</sup> you have access to virtual counseling, work/life referrals and resources. To learn more, visit [myCigna.com](https://myCigna.com).

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



## 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)** – 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.
- **Coaching & Support** – We provide dedicated support to help you and your family address challenges with autism spectrum disorder, eating disorders, and intensive behavioral case management. We also offer coaching and support for parents and families, which empowers individuals to be effective advocates for their child, loved one or for themselves.
- **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>5</sup>
- [Behavioral Awareness Series](#) – Free seminars on topics including autism, eating disorders, substance use, and 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 online](#) – 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)** – 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.
- **Coaching & Support** – We help to remove barriers to accessing and engaging in substance use, opioid use and pain management treatment. We provide treatment resources and support too. Coaching and support for parents and families is also available. This program empowers parents and family members to effectively advocate for their loved one, or their own needs.
- **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>5</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 online](#)** – 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.



## Coaching and support services

Our programs give you access to behavioral experts with extensive experience.

Our team can help you:

- Understand a behavioral diagnosis.
- Address challenges with autism spectrum disorders, eating disorders, substance use, opioid use and pain management.
- 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.
- Use a digital app that is available via tablet, pc or iphone/android app that allows for two-way communication with your behavioral coach.
- Find coaching and support for parents and families, which empowers individuals to be effective advocates for their child, spouse or family member or receive help for their own needs.
- Find a healthcare professional or facility in our network geared to your needs.

### Here's how

Visit [myCigna.com](https://myCigna.com) or call the number on the back of your insurance card.

**Help Finding an Appointment** – Our team will reach out to providers and help you find an appointment based on your schedule.

[Home](#)[Virtual  
Counseling](#)[Mental  
Health](#)[Substance  
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& Support](#)

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. Please check with your employer to confirm services included in your plan. 3. Virtual or face-to-face. Visits per issue per year vary based on plan coverage. Some restrictions apply, please check with your employer to confirm services included in your plan. 4. Legal consultations related to employment matters are excluded. 5. 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.

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.

All group health insurance policies and health benefit plans contain exclusions and limitations. For costs and complete details of coverage, see your employer's plan documents.

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