

# GET REAL SUPPORT FOR REAL LIFE

myCigna.com makes it easy

At Cigna, we're committed to making it easy to get the real-life support you need, when you need it. That's why all your Employee Assistance Program\* (EAP) information and resources can be found right at your fingertips on **myCigna.com**® or the **myCigna**® App.\*\*

## Simply log in anytime to:

- › Find an EAP provider and support, including access to virtual and Fast Access providers
- › Learn what provider types are most appropriate for your needs based on your search criteria
- › Review the ways your EAP can support you with a variety of real-life needs, including emotional health, home life referrals, financial and legal concerns, and job and career guidance.
- › Connect to additional behavioral resources to help manage stress, find disaster resources, and more.

## What is a virtual provider?

Many of our EAP providers offer the convenient option to receive care via video. There are additional virtual service options, including secure text messaging.

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

- › Log in to **myCigna.com**
- › Click the blue "Talk to a Doctor" button
- › Select "Connect" under "Counseling"

**Together, all the way.®**

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

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## What is a Fast Access provider?

Fast Access providers offer Cigna customers first-time EAP appointments (counselor, social worker) within five 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.

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

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

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

## What if I have trouble finding an appointment?

Cigna is here to help with find-a-provider search assistance.

Our team will reach out to providers and help you find appointment availability based on your needs.



## What type of providers would I see for help with a behavioral health concern under my EAP?

The EAP network of licensed therapists includes psychologists, counselors, marriage/family therapists and social workers. EAP providers assess your concerns and provide short term counseling and couples/family therapy, as well as help to develop new coping skills. Under the EAP, they can evaluate and treat mental health and substance use needs, as well as facilitate referrals to other types of care, if needed. EAP does not cover psychiatry or medication management services.

## Where do I access my EAP on myCigna?

- › Log in or register on **myCigna.com** or the **myCigna App**
- › Click the “Coverage” tab
- › Select “Employee Assistance Program”

## Have more questions?

We're here to help, 24/7. To learn more about your EAP:

- › Visit **Cigna.com/realsupport**
- › Log in to **myCigna.com** or the **myCigna App**
- › Or, call 877-622-4327



\* EAP is available if offered by your employer. Employee assistance program 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.

\*\* Customers under age 13 (and their parent/guardian who is not already eligible for EAP) will not be able to register at myCigna.com or the mobile app. Parents who are covered under the EAP can register and initiate service requests for their covered children.

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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