



Help employees get the emotional support they may need.

This guide can point them in the right direction.

As the stigma surrounding mental health issues continues to fade, employers are recognizing that improved behavioral health can help lead to a more productive workforce. Behavioral health support is included as part of your Cigna HealthcareSM medical plan.¹ Use this guide to connect your employees to the right resources for their emotional well-being.

Crisis conditions

It's an emergency! Where should employees turn?

Your employees can call the number on their ID card.

Our behavioral support staff, made up of licensed, experienced mental health professionals with a master's degree or higher, **is available 24/7** to offer:

- Real-time response to crisis calls.
- Help managing patient care after regular business hours.
- Assistance with social and economic concerns, steering distressed employees to valuable community resources.



Important phone numbers for crisis support.

National Suicide Prevention Lifeline:
Call or Text 988

National Domestic Violence Hotline:
Call 1.800.799.7233
Text START to 88788

Crisis Text Line:
Text HOME to 741741 from anywhere in the U.S.

Cigna Healthcare Veterans Support Line:
Call 1.855.244.6211

Always here for your employees.
35% of crisis calls to Cigna Healthcare came in after regular business hours.²

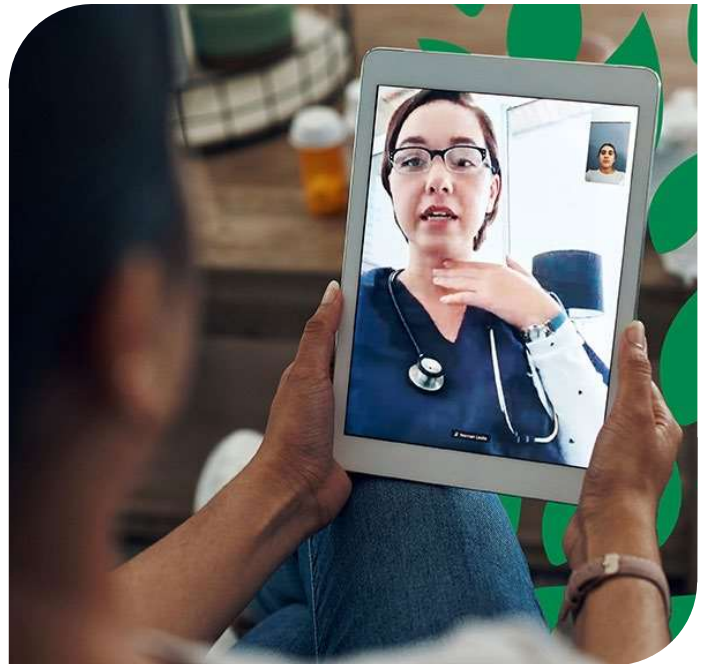
Connecting employees to care

With a large network of quality behavioral specialists – including virtual providers.

When your employees need behavioral support, **myCigna®** makes it easy for them to connect with the right care – in person or virtually.³

- Visit [myCigna.com](https://mycigna.com)
- Use the [myCigna App](#)⁴

Once your employees log in, they can simply select “Therapist” – or they can choose “Virtual” for a list of virtual behavioral health providers. Your employees can also click on “Find Care & Costs.” From there, they can search “Doctor by Type” and select a behavioral health provider in your network.



Why behavioral support matters:



1 in 4

U.S. adults experiences mental illness in a year.⁵



Depressed workers who don't receive treatment are 35% less productive⁶

Your employees are entitled to **three in-person or virtual visits** with a licensed mental health provider in our Employee Assistance Program⁷ (EAP) network – **at no additional cost.**

Your employees simply call Cigna Healthcare or click to chat from **myCigna** to obtain an authorization code to give to their provider.⁸

We make it easy to access support.

- Large, strategically curated virtual network of providers
- Appointments often available in as little as two days⁹

Billing information

Virtual care: The cost share of an appointment is the same as an outpatient office visit to an in-network provider. The employee cost-share is administered according to your company's plan design.

In-person office visits: Copay/coinsurance and deductibles apply.

Digital resources

Help for your employees on their terms.

It starts at myCigna.

Using the **myCigna** website or app, individuals can access a range of dedicated resources that help support behavioral health. Here's how they can get started:

1. Log in to myCigna.
2. Click "Find Care & Costs."
3. Click "Doctor By Type."
4. Select "Behavioral Health Counselor."
5. Answer the questions, then select if you want virtual or local provider. Go to "View Results" under "Digital App-based Care." Select the health topic you would like your provider to have experience in and then click "View Results."
6. Choose your options.

Digital resources get results.

- **Over 70%** of Headspace members saw an improvement in their depression and anxiety symptoms within 10–14 weeks.¹⁰
- **70%** of Talkspace members reported improvement within three months.¹¹

Billing information:

In-network: Employees' cost-share is administered according to their plan design.

Headspace Care and Bend Health: Employees pay the same cost-share as they would for an office visit. This applies to one session per 30 days. Rate includes unlimited access to a coach and Headspace classes and content.

Therapy and Psychiatry: Employee cost-share is the same as an office visit based on your company's plan design. (If an employee is engaged in therapy or psychiatry services, they can utilize coaching services simultaneously for no additional charge during that time.)

MDLIVE®: Copay/coinsurance and deductible apply.

Talkspace: Talkspace is able to calculate the amount of time spent messaging. Once the minutes add up to a billable CPT code (usually the equivalent of a 60-minute session), the provider issues a claim for that CPT code; that's also how the employee's out-of-pocket (OOP) is applied. Cost share for live scheduled sessions is the same as cost share for an in person visit.

These services provide real-time support via live video or texting.

Employees are encouraged to explore the following services to determine which one best fits their needs and lifestyle.



[Headspace Care¹²](#), virtually connects members with a certified coach via texting and app-based programs to help them manage anxiety, depression and daily stressors. If needed a coach can add a licensed therapist or psychiatrist to the care team.



[MDLIVE](#) licensed therapists and board-certified psychiatrists can get your employees back to being their best if they're feeling overwhelmed, stuck or just not like themselves. It offers talk therapy and coping strategies, plus psychiatric services to assist in assessments and medication management.



[Bend Health¹²](#) offers support for mental health, behavioral health and substance use for kids and teens. With a family first approach to care, parents and caregivers are able to stay engaged in the care plan.

Talkspace

[Talkspace¹²](#) provides virtual access to licensed therapists via live video and private texting, plus psychiatrist services and additional resources.

