



VIRTUAL BEHAVIORAL HEALTH CARE.

Where and when you need it.

Get personal and confidential video-based mental health and/or substance use care through your employer's health plan or employee assistance program (EAP).

Dealing with mental health or substance use issues can be a challenge. But with Cigna, you don't have to go it alone. And you don't have to go far for the care you need.

Access behavioral health outpatient care or the EAP with a Cigna Behavioral Health network provider.* Get help when, where and how it works best for you. Get quality care with video-based services, in a way that may be more convenient than visiting an office.

Q. What kind of device can I use?

A. Use your smartphone, tablet or computer for online video conferencing.

Q. Will the provider need to see me in person first?

A. You can schedule video-based appointments based on your provider's availability. Depending on your reason for treatment, your provider might require that you be seen face-to-face first.

Q. How much will it cost?

A. Access this care as part of your behavioral health benefits under your employer's health plan – and/or employee assistance program. Your out-of-pocket cost is the same as a behavioral health outpatient office visit. There's no cost to you for EAP services, for the same number of covered EAP sessions.**

Q. Does this include telephone sessions?

A. Video sessions do not require a prior authorization because they are seen as a substitute for face-to-face therapy. However, if a phone session is needed, a prior authorization is required.

See your EAP materials or plan documents for a complete list of covered behavioral health services.

Together, all the way.®



The benefits of receiving care through video-based services.

- Convenience
- Choice
- Privacy
- May reduce or eliminate costs for things like childcare or travel associated with face-to-face visits



Connect with care today.

See how easy it is to use Behavioral Telehealth services. Watch the Behavioral Telehealth Customer Journey video on **Cigna.com** under "Find a Doctor and Additional Directories."

*It's easy to find a Behavioral Telehealth provider.
(See the details on the other side)*



Offered by Cigna Health and Life Insurance Company, or its affiliates.

Make an appointment. It's as easy as 1, 2, 3.



1. Go to [myCigna.com](https://mycigna.com) and go to Find Care & Cost tab. Search for Virtual Counselor under Doctor by Type.



2. Call to make an appointment with your selected provider, like you would for a face-to-face visit.



3. Your provider will give you information on how to set up the video-based session according to the technology they are using.

If you need assistance finding a provider call 800.244.6224.

Get the help you need to stay happier and healthier. Use Behavioral Health or EAP sessions face-to-face, from home, at work or on the go. They're available through your health plan and through the EAP.**

Get more information today!

Call the number on the back of your health plan ID card.

For EAP, connect through [myCigna.com](https://mycigna.com), employer ID (for initial registration):

Visit Cigna.com.



*Telehealth services, including video chat, may not be available in all areas or with all plan types. See your plan materials for costs and complete details of coverage including other telehealth benefits that may be available to you.

** Programs may vary, so review your program materials for details on the number of visits allowed under your employer's specific employee assistance program. Mental health and/or substance use disorder services covered under your health plan may be subject to your plan's deductible, coinsurance and/or copay requirements. Review your plan documents for costs and complete details of coverage.

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.

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

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