Find emotional support here at Cigna Healthcare



This guide can help you know where to turn for help.

See What's Next >

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You deserve to feel happy

It's more important than ever to protect your mental health. Mental health includes your emotional, psychological, and social well-being. It affects how we think, feel, and act. It can also impact your physical health.

Behavioral health support is included as part of your Cigna Healthcare℠ plan.
Use this guide to connect with the right resources for your mental and emotional well-being.



Crisis conditions



Connecting to care



Digital resources



Seminars

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Crisis conditions

Emergencies happen.
Here's where to turn for help.

You can always call the number on your 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 situations.
- Help managing your care after regular business hours.
- Information on how to access valuable community resources.

Other important phone numbers for crisis support.

National Suicide Prevention Lifeline:
Call or Text 988

Crisis Text Line: Text **HOME** to **741741** (anywhere in the U.S.)

National Domestic Violence Hotline:
Call 1.800.799.7233

Text **START** to **88788**

Cigna Healthcare Veterans Support Line: **Call 1.855.244.6211**

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Connecting to care

You have access to a large network of quality behavioral health specialists—including virtual providers.

When you need behavioral support, myCigna® makes it easy to connect with the right care – in person or virtually.[1]

- **Visit myCigna.com®**
- **Use the myCigna App[2]**

Download on the App Store | GET IT ON Google Play

Once you log in, select "Therapist" or "Virtual" for a list of virtual behavioral health providers. You can also click on "Find Care & Costs." From there, search "Doctor by Type" and select a behavioral health provider in your network. Your search results consider factors like your age, your reason for seeking treatment, the type of treatment you're looking for, your preference for virtual vs. in-person care delivery options, and more.

Important billing information.

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

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

Why behavioral support matters.

1 in 4 adults

suffer from a mental health condition.[3]

92%

of adults with mental disorders also have medical conditions.[4]

We make it easy to access support.

- Our specially designed virtual network is one of largest in the country.
- Choose from a diverse selection of specialist providers, including those with expertise in substance use disorders and youth and family.
- **First-time appointments often available within 2 days:** 2-day appointments available through provider partners: Alma, Bicycle Health, Brightside, Headway, Meru Health, and Rula.

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Digital resources

Help for you, whenever and wherever.

It starts at myCigna.

Using the myCigna website or app, you may have access to a range of dedicated resources that help support mental health.

Here's how to get started:

1. Log in to **myCigna**.
2. Click **"Find Care & Costs."**
3. Click and then select **"Doctor By Type."**
4. Select **"Behavioral Health Counselor."**
5. Answer the questions, then select **"Go Virtual."**
6. Choose your options.

Digital resources get results.

- **Over 70%** of Headspace Care members saw an improvement in their depression and anxiety symptoms within 10–14 weeks.[5]
- **70%** of Talkspace members reported improvement within three months.[6]

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

Explore the following services to determine which one best fits your needs and lifestyle.

headspace

Headspace Care[7] provides in-the-moment emotional care—including coaching, therapy, psychiatry and self-care resources—all from the privacy of a smartphone. It helps you manage anxiety, depression and daily stressors.

MDLIVE

MDLIVE licensed therapists and board-certified psychiatrists can get you back to being your best if you're feeling overwhelmed, stuck or just not like yourself. It offers talk therapy and coping strategies, plus psychiatric services to assist in assessments and medication management.

meru health

Meru[7] combines the best of science, technology and human support to help you overcome mental health challenges. You can schedule a free screening session right now.

talkspace

Talkspace[7] provides personalized care for all—by making mental health access safe, quick and easy. You can expect immediate, responsive care to support your diverse needs.

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Seminars

Knowledge is power when it comes to behavioral health needs.

You can get expert advice and information about mental health in this behavioral awareness seminar series—**available at no cost.**

Topics include:

- **Children and Families**
- **Autism Awareness**
- **Eating Disorders**
- **Substance Use Disorders**

We are here to help.

If you need further assistance navigating to the right behavioral health resource, please call the number on your ID card. And, you can always visit myCigna for access to these resources and detailed information about your benefits plan.

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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. Customers under age 13 (and/or their parent/guardian) will not be able to register at myCigna.com. The MyCigna mobile app does not have the same functionality/capability that is available on myCigna.com. App/online store terms and mobile phone carrier/data charges apply.
3. John Hopkins Medicine. "Mental Health Disorder Statistics." January 24, 2022. https://www.nami.org/NAMI/media/NAMI-Media/Infographics/GeneralMHFacts.pdf.
4. Behavioral Health Insights, Cigna Healthcare Book of Business claims data 01-1-22 through 12-31-22 for customers/clients who purchased behavioral and medical through Cigna Healthcare. Adults only. Results may vary.
5. Cigna Healthcare Book of Business with Headspace Care, April 2021-December 2021.
6. Hull, T.D., Malgaroli, M., Connolly, P.S. et al. Two-way messaging therapy for depression and anxiety: longitudinal response trajectories. BMC Psychiatry 20, 297 (2020). https://doi.org/10.1186/s12888-020-02721-x.
7. 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. Program not available in all states.

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