



Cigna Emotional Well-Being Virtual Support

The help you need is only a click or call away. Visit [myCigna.com](https://mycigna.com) and select “connect now” under “My Health Team” to learn more about available resources or to schedule an appointment. You may be asked to provide your Cigna ID#, identification and a credit card to cover the cost share. Your approval is required prior to processing any payment. Please call **800.244.6224 any time** for assistance.



Behavioral digital/virtual care with trained coaches, therapists and psychiatrists. Available 24/7/365

- Help with stress, sleeping issues, anxiety and depression
- Virtual video: Licensed Therapist and Psychiatrist
- Text coaching/therapy
- Nationwide coverage
- Behavioral Health coaching
- Age 18+
- Customer cost share may apply, waived on PPO 400



Virtually connect with a Licensed Therapist or Psychiatrist via live video and private texting.

- Help with anxiety, depression, stress, obsessive compulsive disorder, substance use and addiction
- Virtual video: Licensed Therapist and Psychiatrist
- Text coaching/therapy
- Nationwide coverage
- Age 13+
- Customer cost share may apply, waived on PPO 400



Virtual medical and behavioral health services with a Counselor or Psychiatrist for most non-emergency conditions

- Help with anxiety, depression, stress, obsessive compulsive disorder, substance use and addiction
- Virtual video: Licensed Therapist and Psychiatrist
- Nationwide coverage
- Age 10+
- Customer cost share may apply, waived on PPO 400



Live virtual therapy and digital tools, texting assigned Therapist between sessions. Most users have a significant reduction in symptoms in eight weeks.

- Help with obsessive compulsive disorder
- Virtual video: Licensed Therapist
- Text coaching/therapy
- Availability may be limited¹; visit [myCigna](https://mycigna.com) for coverage areas
- Age 6+
- Customer cost share may apply, waived on PPO 400



12-week virtual counseling program. Live virtual counseling with a Licensed Therapist and private texting. Ongoing 9-month check-ins available as needed.

- Help with anxiety, depression and stress
- Virtual video: Licensed Therapist
- Text coaching/therapy
- Availability may be limited¹; visit [myCigna](https://mycigna.com) for coverage areas
- Age 18+
- Customer cost share may apply, waived on PPO 400

Behavioral Virtual Capabilities

Getting the support you need



Behavioral Services	Ginger ²	MDLIVE ^{1,2}	Meru ¹	NOCD ¹	Talkspace ²	Happify ²	iPrevail ²
24/7 Availability	◆					◆	◆
Visit: Virtual Video with a Licensed Therapist	◆+	◆	◆	◆	◆		
Visit: Virtual Video with a Psychiatrist	◆+	◆			◆		
Text Coaching/Therapy Capabilities	◆		◆	◆	◆		◆
Offered Nationwide	◆	◆			◆	◆	◆
Behavioral Health Coaching ³	◆						◆
Peer Support Specialists ⁴							◆
Anxiety/Depression/Stress	◆	◆	◆		◆	◆	◆
Obsessive Compulsive Disorder		◆		◆	◆		
Substance Use/Addiction		◆			◆		◆
Customer cost share applies	◆	◆	◆	◆	◆		
No customer cost share						◆	◆

*With Ginger, customers have to begin with a behavioral coach. If needed, a customer may be triaged up to a therapist or psychiatrist, all within the Ginger system.

1. Cigna 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. Program services are provided by independent companies/entities and not by Cigna. Programs and services are subject to all applicable program terms and conditions. Program availability is subject to change. 3. Behavioral coaching - focuses on the present and what you want to accomplish in the future. They provide techniques and strategies to help create a plan and reach personal goals. 4. Peer support Specialists - bring their own personal knowledge of what it is like to live and thrive with mental health conditions and substance use disorders. They provide understanding, coping skills and empowerment through mentoring and other supports.

