

IN-OFFICE QUALITY. AT-HOME PRIVACY AND CONVENIENCE.

Behavioral/mental health virtual care offers both.

With behavioral/mental health virtual care, you get the care and attention you'd expect from an in-office visit, wherever and whenever is most convenient for you. Here's how it works.

- › Talk privately with a licensed counselor or psychiatrist via video or phone.*
- › Have a prescription sent directly to your local pharmacy, if appropriate.

To schedule an appointment online, go to **myCigna.com**. Or, call MDLIVE directly at **888.726.3171**.

MDLIVE for Cigna®

You can also receive care through Cigna's network of behavioral health providers.

Cigna Behavioral Health provides access to virtual counseling through its own network of providers.

To find a Cigna Behavioral Health network provider:

- › Visit **myCigna.com**, go to "Find Care & Costs" and enter "Virtual counselor" under Doctor by Type.
- › Or, call the number on your Cigna ID card.



Get treated for conditions, such as:

- › Addictions
- › Bipolar disorders
- › Child/adolescent issues
- › Depression
- › Eating disorders
- › Grief/loss
- › Life changes
- › Men's issues
- › Panic disorders
- › Parenting issues
- › Postpartum depression
- › Relationship/marriage issues
- › Stress
- › Trauma/PTSD
- › Women's issues

Together, all the way.®



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

* Cigna provides access to virtual care through national telehealth providers as part of your plan. Providers are solely responsible for any treatment provided to their patients. Video chat may not be available in all areas or with all providers. This service is separate from your health plan's network and may not be available in all areas or under all plan types. A Primary Care Provider referral is not required for this service.

In general, to be covered by your plan, services must be medically necessary and used for the diagnosis or treatment of a covered condition. Not all prescription drugs are covered. 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. See your plan materials for costs and details of coverage, including other telehealth/telemedicine benefits that may be available under your specific health plan.

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UNDERSTANDING CIGNA BEHAVIORAL HEALTH VIRTUAL COUNSELING.

We make it easy.

Have questions about accessing virtual counseling through Cigna's network of providers* or your employee assistance program (EAP)?** Start here. Should you have any additional questions, feel free to call the number on your Cigna ID card, anytime.

Q. What kind of device can I use?

A. Use your smartphone, tablet or computer with camera for virtual counseling.

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

A. You can schedule virtual counseling appointments based on your provider's availability. Depending on your reason for treatment, your provider might require that you have been 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. Virtual counseling is video-based and does not require a prior authorization because it's seen as a substitute for face-to face therapy. However, if phone sessions are needed, a prior authorization is required.

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

To connect with a virtual counselor in Cigna's network:

Go to myCigna.com and go to Find Care & Cost tab. Search for Virtual Counselor under Doctor by Type. If you need assistance finding a provider call **800.244.6224**.

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

Your provider will give you information on how to set up virtual counseling according to the technology they are using.

For EAP, go to myCigna.com and use employer ID (for initial registration):
ccbocc

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