MAKE THE MOST OF YOUR BEHAVIORAL HEALTH BENEFITS

myCigna.com makes it easy

At Cigna, we're committed to making it easy to get the behavioral health support you need, when you need it. That's why your health plan comes with access to myCigna.com - your personalized website that puts all your plan information and resources right at your fingertips.

On myCigna.com, you can:

› Find in-network behavioral health and substance use providers, including virtual and Fast Access providers
› Learn what provider types are most appropriate for your needs based on your search criteria
› Search for Cigna’s Centers of Excellence facilities for mental health, substance use, eating disorders, and child and adolescent care

What is a virtual visit?
Many of our in-network behavioral providers offer the convenient option to receive care via video. Your out-of-pocket cost is the same as an in-office visit.

To find a list of virtual providers who can see you quickly:

› Log in to myCigna.com
› Click the blue “Connect Now” button
› Select “Connect” under “Counseling”

What is a Cigna Behavioral Fast Access provider?
Fast Access providers offer Cigna customers first-time appointments faster, including:

› Therapy appointments (counselor, social worker or psychologist) within five business days
› Prescriber appointments (psychiatrist or psychiatric nurse practitioner) within 15 business days

Most of these providers also offer virtual visits and will even coordinate care with your primary care provider (PCP) and other medical providers.

Having trouble finding a provider or getting an appointment?
Cigna is here to help, 24/7/365.

Our team will reach out to providers and help you find appointments based on your schedule.

Non-Medicare customers: Call 800.274.7603
Medicare customers: Call 800.866.6534

To search the provider directory for in-network behavioral health providers, log in to myCigna.com and click on the “Find Care & Costs” tab.

Together, all the way.

Offered by: Cigna Health and Life Insurance Company, Connecticut General Life Insurance Company or their affiliates.

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Once I find a provider, how will I make an appointment?

Many behavioral health providers lead their own independent practices and may not have office staff to take your call. Simply leave a voicemail clearly stating the information below and request a call back.

› Your name, that you’re a Cigna customer, and the reason for your call
› How you can be reached and best days and times for an appointment

What type of providers would I see for help with a behavioral health concern?

Licensed therapists

Licensed therapists can diagnose and treat behavioral health or substance use concerns. They can help develop coping skills in addition to providing other care and services. Therapists include psychologists, counselors and social workers.

Psychiatrists and nurse practitioners

Psychiatrists and behavioral health nurse practitioners can diagnose and treat behavioral health or substance use concerns, typically by prescribing and monitoring medication, in addition to other care and services.

Behavioral facilities or programs

Behavioral health facilities typically include hospitals and residential settings that offer specialized inpatient and outpatient treatment for detoxification, rehabilitation and behavioral health needs.

Have more questions?

Log in to myCigna.com or call the number on the back of your health plan ID card 24/7/365.