How to Find a Virtual Provider in Cigna’s Behavioral Network: A Step-by-Step Guide

Use this guide to search for in-network providers in Cigna’s behavioral network.*

Please note: Images are for illustrative purposes only and subject to change.

1. Log on to mycigna.com

2. Click on “connect now” to speak to someone right away or to schedule an appointment.
Under Counseling, click on “Connect”

Select the health topic you would like your provider to have experience in or use the arrow to view more options and then press “Continue”

Next, you will be brought to a page that shows the emotional and behavioral health providers available to you. Your cost estimate will populate according to your specific plan benefit.
Once you decide which program you would like to participate in, select the “connect” button to schedule an appointment.

You may be asked to enter your medical ID number to verify benefits and credit card information to pay for any copays or co-insurance, if applicable.
*For Illustrative purposes only. This flyer may show some providers that are not included in your area or on your plan. Please visit mycigna.com to see a list of providers that are available in your region.

Cigna provides access to virtual care through participating in-network providers. Not all providers have virtual capabilities. Cigna also 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. All health care providers are solely responsible for the treatment provided to their patients; providers are not agents of Cigna. Refer to plan documents for complete description of virtual care services and costs.

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