



Mental health support your way

Your Cigna Concierge Care team helps you find a path to feeling better.



Get the support you need, when you need it

The path to better mental and emotional well-being isn't always easy to navigate. And the process of finding the right care at the right time can feel overwhelming. Your Cigna Concierge Care team is here to help you meet these challenges. Here's an [example](#) of how it works. We offer a wide array of options including 24/7 support and immediate clinical access, help with stress and anxiety, therapy, coaching and care for more complex behavioral health needs. **You can count on us to be there, so you never have to feel alone on the path toward better health.**



Behavioral care that meets you where you are

We have many convenient options to address your unique mental health needs — including face-to-face, phone and video appointments, as well as virtual providers that use secure messaging. We also make it easy to find care when you need it — including therapist matching, provider appointment searches, help with scheduling appointments and online scheduling options.¹



Unlimited real-time support

Get immediate care and support, 24/7/365. Our licensed clinicians provide consultations in the moment to help you with a care plan or to talk about what you're going through.



100% follow up

After you've engaged with our team, we'll check in with you to make sure your needs are being met. If you need additional support, we can help with that, too.



A special Care Navigator to help and guide you

This is your single point of contact for whatever needs or concerns you have throughout your path to care.



Help finding the right therapist

Our provider matching considers 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.



myCigna.com guided navigation

Answer a few questions to be guided to recommendations for support, to help you along your journey quickly and easily.



Support for your everyday needs

Headspace for Cigna Healthcare^{®2} is your everyday mental health companion. Get access to science-backed guided meditation and mindfulness exercises, sleep support, focus music, stress programs and more. Expertly-designed to help you feel better in just a few minutes a day—all at no cost to you. Get started with Headspace for Cigna Healthcare [here](#).



Behavioral clinical support services

Our licensed therapists provide dedicated support for more serious conditions including:

- Autism spectrum disorder
- Eating disorders
- Substance use
- Opioid and pain management
- Intensive behavioral case management

We also provide support for teens, parents and families, which empowers individuals to be effective advocates for their family member or their own mental health needs.



Provider search and other online support

Visit myCigna.com or use the myCigna® app³ to access on-demand navigation and support, including:

- Provider matching, right from your phone
- Information about your benefits, in-network providers and treatment options
- Health and well-being articles
- Self-assessment, stress management and mindfulness podcasts and tools



Care for every step of your journey

Our team of licensed mental health clinicians ensures you and your family have the care you need for each stage of the journey, across all levels of care. For example, we can help with:

- Locating a health care professional or facility in our nationwide network, including Centers of Excellence (COEs) that have earned a top ranking for quality and cost-effective care in areas like adult mental health, child and adolescent mental health, eating disorder and substance use treatment⁴
- Finding helpful community resources and programs
- Gathering referrals to other wellness and lifestyle programs available to you



To learn more, visit myCigna.com and click the **Wellness** tab, then select **Mental Health Support**.

Or call the toll-free number on your ID card.

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. 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. These programs do not provide medical advice and are not a substitute for proper medical care provided by a physician.

3. 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.

4. The Cigna Center of Excellence designation is a partial assessment of quality and cost-efficiency and should not be the only basis for decision-making (as such measures have a risk of error). Individuals are encouraged to consider all relevant factors and talk with their physician about selecting a health care facility. Quality designations and ratings found in Cigna Healthcare's online provider directories are not a guarantee of the quality of care that will be provided to individual patients. Providers are solely responsible for any treatment provided and are not agents of Cigna Healthcare.

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