

A woman with curly hair is shown from the chest up, looking down at an open book. She has her right hand pressed against her forehead, suggesting stress or frustration. The background is blurred, showing what appears to be a desk or study area.

BEHAVIORAL HEALTH RESOURCES

What you need to know

Together, all the way.®



Agenda

- What is Behavioral Health?
- Behavioral Health Resources
 - Cigna Total Behavioral Health
 - Virtual Care
 - Happify
 - iPrevail
- Additional Resources
 - Lifestyle Management Program – Stress Management
 - Mycigna.com
 - Health Information Line



UNDERSTANDING BEHAVIORAL HEALTH



What Is Behavioral Health?

Behavioral Health is the scientific study of emotions, behaviors and biology relating to a person's mental well-being, their ability to function in every day life and their concept of self.

A person struggling with behavioral health may face stress, depression, anxiety, relationship problems, grief, addiction, ADHD or learning disabilities, mood disorders, or other psychological concerns.

Our Cigna Total Behavioral Health® program and resources can help.



CIGNA TOTAL BEHAVIORAL HEALTH



Network Of Behavioral Health Providers

150,398
contracted behavioral
health care providers
nationwide*

5,521
facilities

18,273
psychiatrists

29,808
psychologists
and APRNs

96,796
Master's-level
practitioners

8,930 ABA-
certified providers

40,491
EAP providers

- Clinically complete **national network** of clinicians, counselors, psychiatrists and psychologists
- **300+ substance use** Centers of Excellence locations**
- **No prior authorizations** for routine counseling
- **Specialized programs** provide support for autism, eating disorders, substance use and more

*Cigna unique provider data May 2018. Subject to change. **Information based on Cigna data as May 2019. Subject to change. ***Cigna's virtual behavioral care network as of May 2019. Subject to change. Not all providers have video chat capabilities and video chat may not be available in all areas.



Face-To-Face Assistance

Services to help manage life events – At no additional charge to you, you can receive face-to-face sessions with a licensed mental health professional in Cigna’s Employee Assistance Program network. You also get online, on-demand seminars, as well as community resources and referrals on a range of topics, including:

- Child care
- Adoption
- Senior care
- Pet care
- Legal and financial consultation services
- Education
- Summer camps
- Parenting
- Convenience services



*Employee assistance program services are in addition to, not instead of, health plan benefits. These services are separate from health plan benefits and do not provide reimbursement for financial losses. Customers are required to pay the entire discounted charge for any discounted legal and/or financial services. Legal consultations related to employment matters are excluded. Additional restrictions may apply. Program availability may vary by plan type and location, and are not available where prohibited by law.



HAPPIFY



Happify Offered Through Cigna

Provides digital self-directed tools designed to help employees build resilience and reduce stress.

- **Helps you reduce stress, anxiety and depressive symptoms and build resilience through science-based tracks/programs and activities.**
- **Enables you to engage sooner in your healthcare journey and self-manage your care through an online tool.**
- **Engaging and fits easily into your busy lives, encouraging you and your dependents to continually come back over time. It is through engagement, the skills for real behavior change are developed.**



Available to:

- **Employees, Spouses, and Dependents with their unique myCigna ID (must sign up for myCigna to access).**
- **Individuals must be at least 18 years old.**

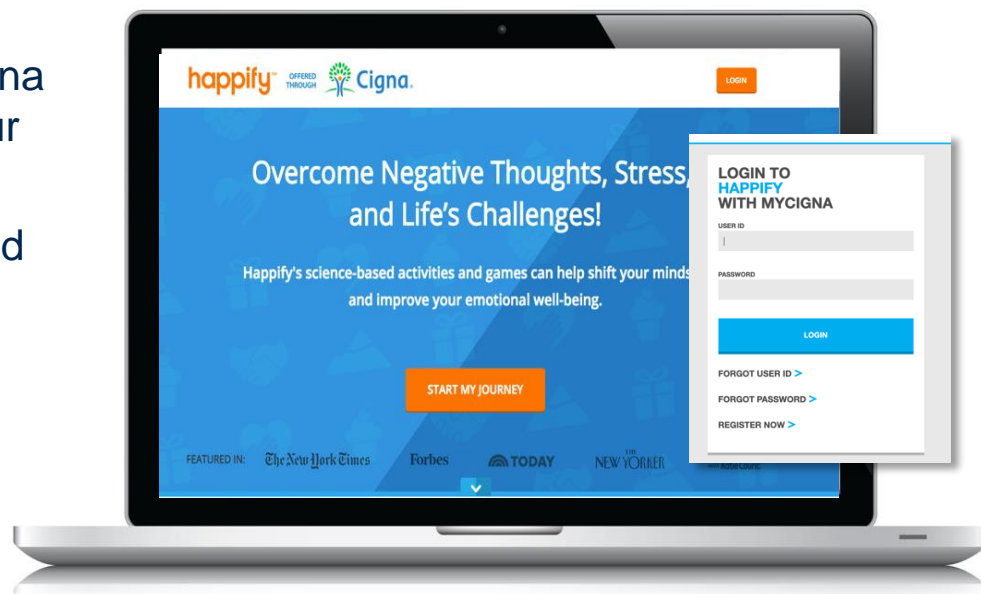


Getting started – On The Web

Customers access Happify through their computer or mobile device by going to: Happify.com/Cigna or via myCigna.com.

Getting Started

1. Eligibility occurs through the existing Cigna process by first requiring you to enter your Cigna user ID and password
2. You are then taken to the Cigna-dedicated site
3. You complete a quick onboarding survey
4. Then provide an email and create a username and password
5. You will choose your privacy setting
6. Your account is activated and you're ready to go!



Happify is available to covered plan members, including the employee, their spouse (and/or domestic partner, if applicable), and dependent with their unique myCigna ID. Individuals must be at least 18 years old.



Accessing the Happify App

You can also access Happify offered through Cigna via an app (iOS and Android™).

Open phone web browser and go to Happify.com/Cigna.

- Do **NOT** go directly to app store.
- Instead, open a web browser (i.e., Safari or Google Chrome™) on phone and enter Happify.com/Cigna
- Then click orange button to “install app.”
- Now open in “app store” and install.
- This will indicate the **Cigna version of the app** which does not require payment and uses myCigna® ID to log in.



iOS is a trademark or registered trademark of Cisco in the U.S. and other countries and is used under license. Android and Google Chrome are trademarks of Google LLC.

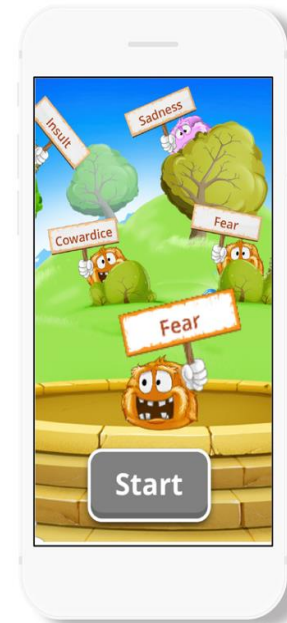
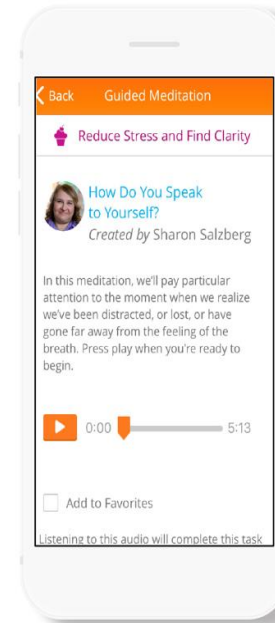
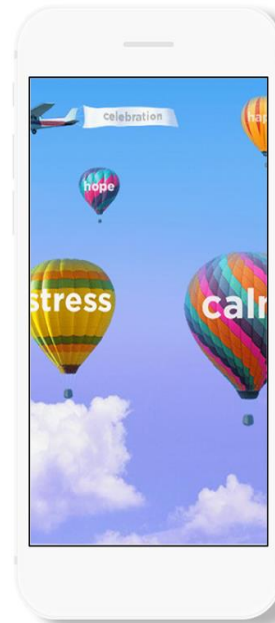
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GAMES AND ACTIVITIES

A mixture of fun and relaxing games to help you change your outlook.

Activities and games are designed to help you overcome life's challenges and can be used anytime, just about anywhere – smartphone, tablet or computer.



IPREVAIL

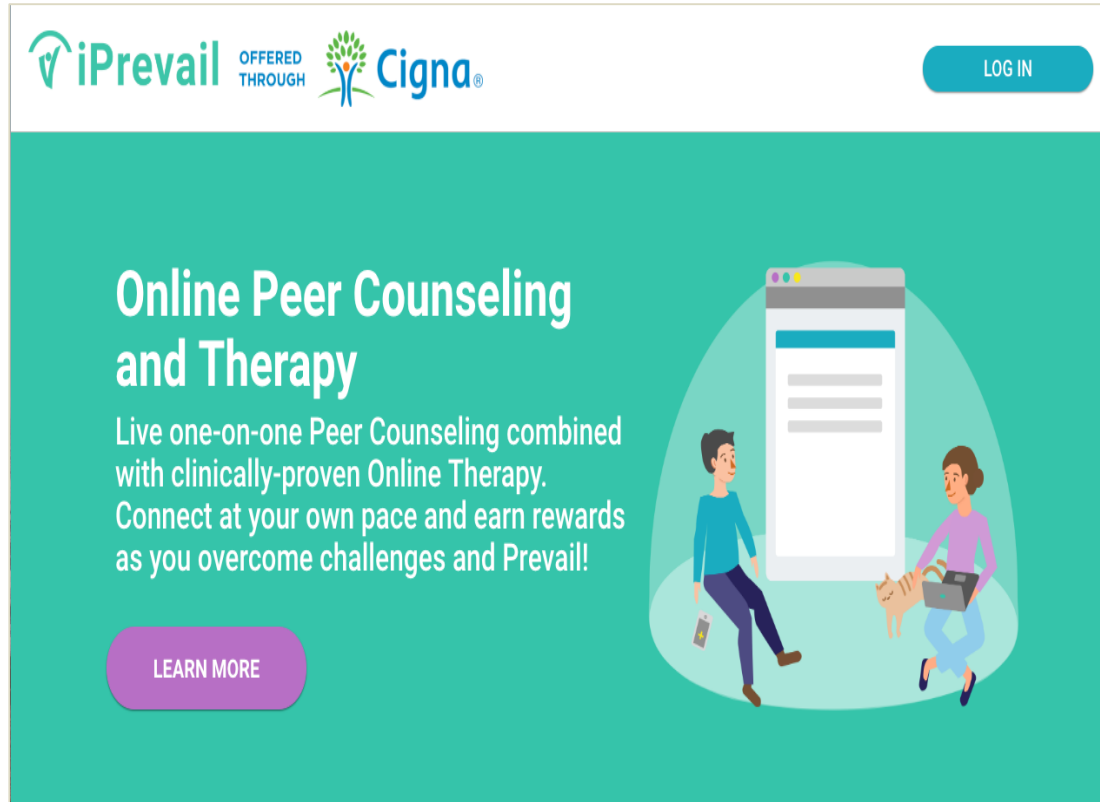


OVERCOME WHATEVER LIFE SENDS YOUR WAY WITH IPREVAIL THROUGH CIGNA

On-demand coaching and personalized learning with iPrevail offered through Cigna – Learn how to boost your mood and improve mental health with on-demand coaching 24/7.

After completing a brief assessment, you receive a program tailored to your needs that includes interactive lessons and tools.

You get access to a peer coach who is matched based on your symptoms. You can also join support communities focused on stress, anxiety, depression and more.



iPrevail OFFERED THROUGH **Cigna**®

LOG IN

Online Peer Counseling and Therapy

Live one-on-one Peer Counseling combined with clinically-proven Online Therapy. Connect at your own pace and earn rewards as you overcome challenges and Prevail!

LEARN MORE

Web portal screen shots for illustrative purposes only.



VIRTUAL CARE

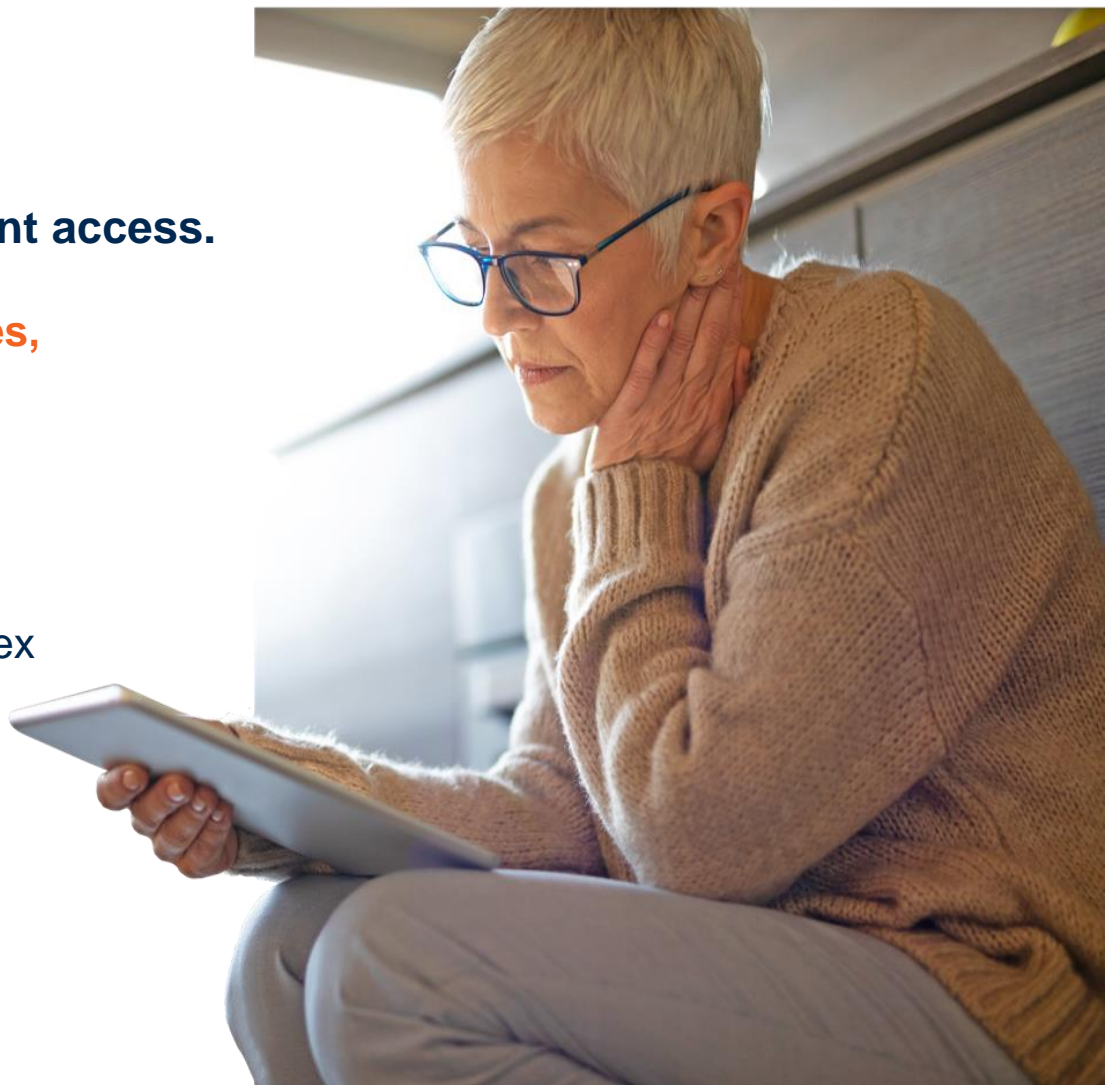


VIRTUAL BEHAVIORAL CARE.

- **Comprehensive support, convenient access.**
- **+18,000 providers across disciplines, including therapists and psychiatrists¹**
- Video-based care with licensed providers
- Ongoing support for minor and complex mental health or substance use conditions

Access Cigna's network in the provider directory on myCigna[®]

Access MDLIVE on the Virtual Care page on myCigna[®] to schedule an online appointment



BEHAVIORAL VIRTUAL CARE

CONDITIONS TREATED

BY LICENSED AND CERTIFIED PROVIDERS.

- Addictions
- Bipolar disorders
- Child/adolescent issues
- Depression
- Eating disorders
- Grief/loss
- Life changes
- Parenting Issues



- Men's issues
- Panic disorders
- Postpartum depression
- Relationship and marriage issues
- Stress
- Trauma/PTSD
- Women's issues

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CONNECTED

DIGITAL EXPERIENCE.

myCigna.com



- Secure, single sign-on connection for medical and behavioral virtual care solution access
- Easy on-demand appointments or online scheduling
- Prescriptions can be sent directly to your local pharmacy, if appropriate

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ADDITIONAL RESOURCES



Lifestyle Management Program – Stress Management

The support you need to change your life.

If stress is affecting your ability to live an active life, a health advocate can provide you with personalized support to help you.

- **Reduce stress**
- Understand the sources of your stress, and learn to use coping techniques to better manage stress both on and off the job.
- Use an online or telephone coaching program – or both – for the support you need.
 - **Mycigna.com**
 - **1.800.Cigna24**



myCigna.com

Your online home for assessment tools, plan management, medical updates and much more

- Find in-network doctors, dentists and medical services
- View ID card information
- Review your coverage
- Manage and track claims
- Manage your home delivery prescription orders¹ or talk with a pharmacist
- Use Price a Medication to see how much your medication will cost you²
- Compare cost and quality information for doctors and hospitals
- Access a variety of health and wellness tools and resources
- Sign up to receive alerts when new plan documents are available
- Track your account balances and deductibles



Download the myCigna[®] App and access your account with just a fingerprint on any compatible device.³

1. Please log in to the myCigna App or website, or check your plan materials, to learn more about the pharmacies in your plan's network. 2. Prices shown on myCigna are not guaranteed and coverage is subject to your plan terms and conditions. Visit myCigna for more information. 3. Please refer to your phone's manufacturer for your phone's specific capabilities. The downloading and use of the myCigna app is subject to the terms and conditions of the App and the online stores from which it is downloaded. Standard mobile phone carrier and data usage charges apply. Actual myCigna features may vary depending on your plan and individual security profile.



Health Information Line

Call the Health Information Line 24 hours a day, seven days a week. Speak with a clinician trained as a nurse who is ready to provide medical guidance and help answer health questions like how to treat a twisted ankle or a child's fever. This toll-free number is printed on the back of your Cigna ID card.

- Get information to help you decide where and when you should get treatment for immediate health care needs.
- Call if you need general health information or have a specific health concern.
- You can also listen to hundreds of podcasts to help you stay informed about your health.

Select a topic and listen via live-stream on your computer via **myCigna.com**.



In Conclusion - Relaxation Techniques

Deep breathing, meditation and yoga can help your body and mind relax and feel calm¹

- Use them whenever you start feeling anxious, angry, overwhelmed or just need a break

Deep breathing technique

- Sit still or lie down and place one hand on your stomach, putting your other hand over your heart.
- Inhale slowly until you feel your stomach rise.
- Hold your breath for a moment.
- Exhale slowly, feeling your stomach fall.



QUESTIONS?

Thank you for attending!





This is general health information and not medical advice or services. Always consult your doctor for appropriate examinations, treatment, testing, and health care recommendations.

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