

Cigna Total Behavioral Health®



Extraordinary times now more than ever

Americans need behavioral health support

1 in 4

struggle with depression since stay-at-home orders¹ 47%

feel lonelier due to social isolation and fewer social interactions² 30%

have developed Generalized Anxiety Disorder¹ **2X**

more people in 2020 said they considered suicide than did in 2018³

1. Mental Health America, Data Shows Impacts of COVID-19 on Mental Health, June 2020 2. TIME, COVID-19 Is Making America's Loneliness Epidemic Even Worse, May 2020. 3. CDC, Mental Health, Substance Use, and Suicidal Ideation During the COVID-19 Pandemic, August 2020.





Cigna Behavioral Solutions



Cigna Total Behavioral Health®.

A whole person approach to health.

Our integrated approach considers whole-person health with a goal of lasting behavioral change.

- Comprehensive, personalized support including navigation assistance.
- Follow up with every customer who calls or chats with us to confirm their needs have been met.
- Identify customers with depression and anxiety not receiving outpatient care and navigate to affordable, convenient digital, coaching & virtual care options.*



Our emotional well-being capabilities increase resilience, reduce stress, and promote positivity:

- Access to on demand online seminars, convenience and other services
- •Happify[™] offered through Cigna, an online self-guidance tool to help increase resilience.**
- •iPrevail offered through Cigna, offering on-demand peer coaching and personalized learning based on proven cognitive behavioral therapies. **

^{**}iPrevail and Happify offered through Cigna.

Happify offered through Cigna



We're committed to helping you take control of your health – and that includes your emotional health. That's why we're partnering with Happify, a free app with science-based games and activities that are designed to help you:

- Defeat negative thoughts
- Gain confidence
- Reduce stress and anxiety
- Increase mindfulness and emotional well-being
- Boost health and performance

Digital selfdirected tools designed to help you build resilience and reduce stress Sign up and download the free app today at Happify.com/ Cigna



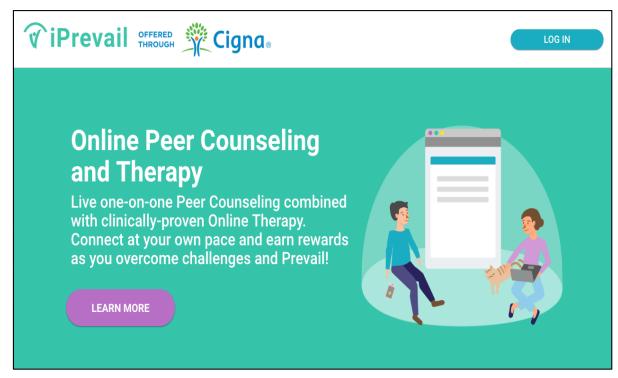
iPrevail with Cigna

Overcome whatever life sends your way.

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.





Virtual Care



Virtual Care¹

Get the care you need — including prescriptions, when appropriate — for a wide range of minor medical conditions.

Who: Board-certified doctors, pediatricians, licensed

counselors and psychiatrists

When: For medical conditions: 24/7/365,

including weekends and holidays

For behavioral health: By appointment

How: Phone or video chat

1. 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 are 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.



Easy-to-access service options

Get an appointment on demand or schedule one online at myCigna.com

Or contact MDLIVE® by phone at 888.726.3171*

Also still available:

Virtual medical visits through Cigna's in-network providers and virtual counseling through Cigna Behavioral Health network

Cost: If you are in a Copay Plan you will have a copay associated with each visit. If you are in a High Deductible Health Plan you will pay the contracted rate until your deductible is met, then the coinsurance.

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Virtual Behavioral Care¹



Licensed counselors and psychiatrists can diagnose, treat and prescribe medications for non-emergency behavioral/mental health conditions, including:

- Addiction
- Bipolar disorder
- Child/adolescent issues
- Depression
- Eating issues

- Grief/loss
- Life changes
- Men's issues
- Panic disorders
- Parenting issues

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



^{1.} This is not a full list and is subject to change. Cigna provides access to virtual care through participating in-network providers. Notall 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.



Incredible mental healthcare for everyone.

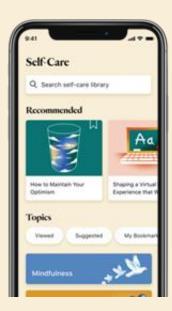
Easy access to care — no matter where you are, when you need it, or what you're going through.



Real-time behavioral health coaching within 60 seconds



Video therapy & psychiatry appts. within hours



Personalized, clinicallyvalidated skill-building activities





Accessible through mycigna.com or the mobile app

Feeling better starts with a single message

Talkspace provides online therapy with a licensed clinician via private message and live video. Many Cigna members can now access Talkspace through their behavioral health benefits plan.*

How It Works:

Brief Assessment

Answer a few simple questions to get started - it takes less than two minutes.

Find Your Therapist

Choose your therapist from a selection of recommended matches.

Start Messaging

Message your therapist and begin your journey today!

Billing

The cost of an appointment is the same as an outpatient office visit to an in-network provider based on your plan.

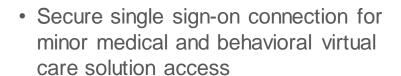
*Engaging with a Talkspace therapist is subject to the same co-pay or co-insurance (after deductible) that would apply to an in-person visit. To get started, you will need to register to confirm benefit availability, complete the QuickMatch process, select a therapist and make your payment.

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MDLive for total virtual care access – body and mind

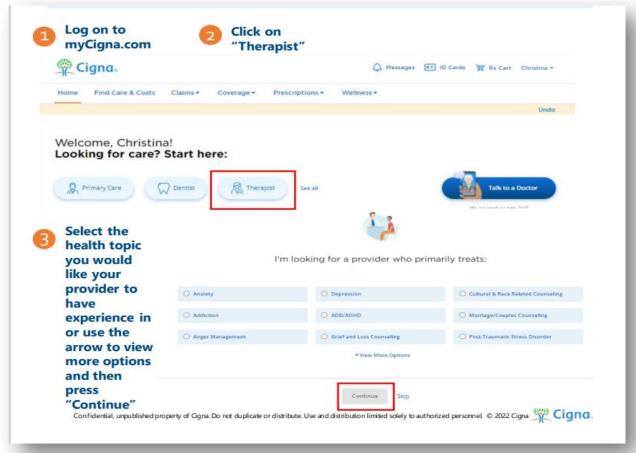
myCigna.com



- Easy online appointment scheduling
- Ability to send prescriptions directly to your local pharmacy, if appropriate

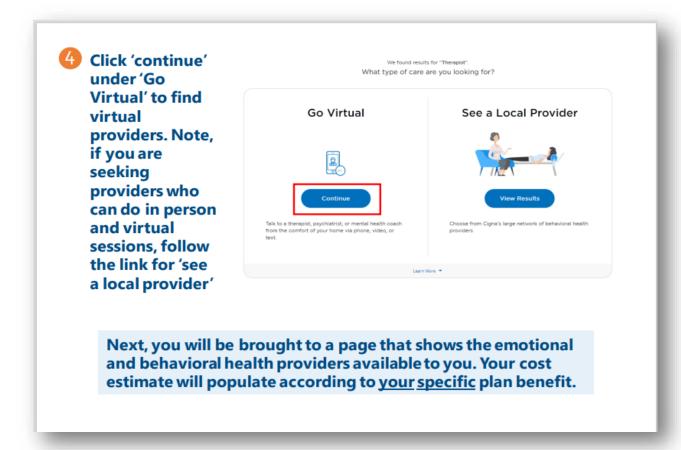
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How to find a Cigna behavioral provider: step by step guide



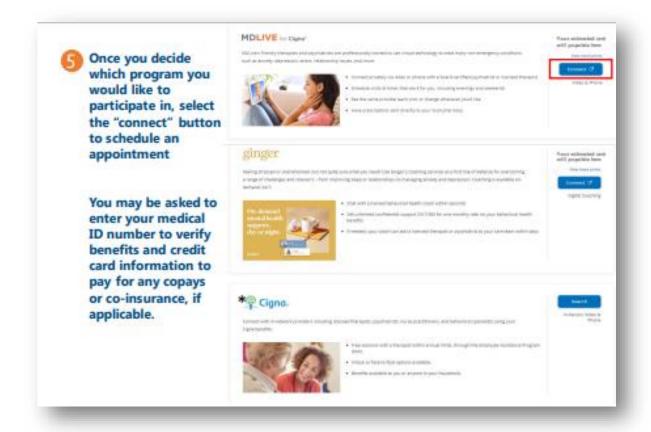


How to find a Cigna behavioral provider: step by step guide





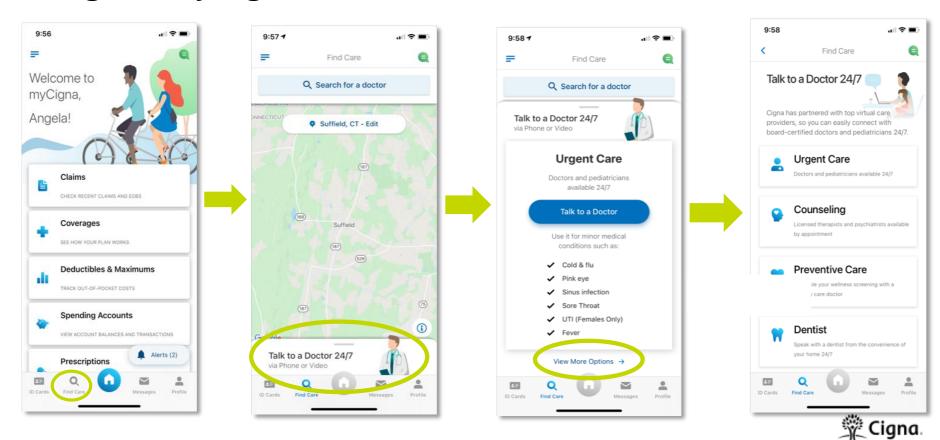
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Using the MyCigna APP for virtual care





Additional Resources



How Cigna can help

Mycigna.com

- · Access Virtual Care
- · View benefit Details
- Compare cost and quality information for doctors and hospitals
- Access a variety of health and wellness tools and resources.
- Track your account balances and deductibles.



Download the myCignaSM app and access your account with just a fingerprint on any compatible device.*

24-Hour Health Information Line

Call to speak with a trained nurse who is ready to provide information and help answer your health questions. This toll-free number is printed on the back of your Cigna ID card.

You can also reach Cigna by calling the number on the back of your ID card at 1.800.Cigna24





The support you need to change your life.

- If weight, tobacco or stress is affecting your health or your ability to live an active life, it may be time to make some changes.
- Learn to manage your weight using a non-diet approach that helps you build confidence, change habits, eat healthier and become more active.
- Develop a personal quit plan to become and remain tobaccofree.
- Understand the sources of your stress, and learn to use coping techniques to better manage stress both on and off the job.

To learn more about our Lifestyle Management programs please call 1.800.Cigna24



What is health coaching?

Personalized goal-driven, whole health support.

Confidential

One-on-one

Convenient

Telephone based

No extra cost to you

Included with your health plan



The most important part of the program: You.



Make a plan to control stress











Activity to enjoy



Name of someone to talk to

Period.

Select a period of time every day to take a break from everyday tasks.

This will help you see things more objectively, ultimately allowing you to be more productive.

Suggestions:

- Instead of scrolling through social media, why not use your time to envision positive outcomes?
- To make your life less chaotic, try to wake up 10 minutes earlier, and use this time for something you enjoy.

Location.

Head to a location that's conducive to taking a break.

Suggestions:

- Going for a stroll can help you focus.
- Visit a nearby river or lake and find a relaxing spot to sit for a while.

Activity.

Choose an activity you enjoy that can help to relieve stress.

Suggestions:

- Reading a good book, or joining a book club, can be a positive distraction.
- Try cooking new, healthy recipes.
- Dancing, running, playing music – dive into these and other activities you think could be fun.

Name.

Name some people you can talk with who can help keep you from falling into negative thought patterns.

Suggestions:

- Speak with someone at work about setting boundaries and prioritizing to protect you from mounting pressures.
- Reach out to an old friend or family member you haven't spoken with in a while.

