



# FINDING THE RIGHT PROVIDER AT THE RIGHT TIME

Access behavioral health services that fit your needs

Finding the right behavioral health provider for your unique needs may seem like a daunting task. There are a variety of providers available, all with specific treatment offerings and different ways to receive care. Cigna is here to help guide you along the way.

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

### Licensed Therapists

Licensed therapists can diagnose and treat mental 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 & Nurse Practitioners

Psychiatrists and mental health nurse practitioners can diagnose and treat mental 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.

## How would I find a provider to help me?

Cigna offers an online guided search experience to help you find the most appropriate provider for your specific needs.

- ▶ How do I find an in-network provider?  
Once your coverage begins, visit [myCigna.com](https://mycigna.com). Under the “find cost/care” tab, click on “find a doctor/reason for care or location” to find network providers who treat:
  - Behavioral health
  - Substance use
- ▶ What will you find on the [myCigna.com](https://mycigna.com) directory?  
From our site you can:
  - Find an up-to-date list of in-network behavioral health and substance use providers and be able to search by specialty, zip code, language, etc.
  - Read profiles for many behavioral health providers
  - Review **Employee Assistance Program\*** features and services
  - 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 and Eating Disorder care.
  - Locate Cigna Behavioral **Fast Access** providers who offer shorter wait times for first time appointments.
- ▶ Prior to enrollment, you can visit [Cigna.com](https://Cigna.com) and go to “Find a Doctor, Dentist, or Facility”.

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 is a virtual visit?

Many of our in-network behavioral providers offer their treatment services virtually. You can search for virtual providers on [mycigna.com](http://mycigna.com) or ask specifically for virtual health providers when you call the 800 number to ask for help finding a provider. Receiving behavioral health and substance use treatment services virtually offers our customers a convenient way to connect. It also makes it easier for our customers living in rural areas to be able to receive covered services from providers.

Your out-of-pocket cost is the same as if you were being seen at the provider's office setting. And, if you're an Employee Assistance Program (EAP) customer\*, you can take advantage of your EAP sessions virtually too.

## What is a Cigna Behavioral Fast Access Provider?

Fast Access providers offer Cigna customers first-time therapy and EAP appointments (counselor, social worker or psychologist) within five business days and offer prescriber appointments (psychiatrist or psychiatric nurse practitioner) within 15 business days. The majority of these providers can also offer their services virtually. They will also coordinate care with your Primary Care Physician (PCP) and other medical providers, to ensure that your whole person health – your physical *and* your emotional well-being – is being addressed.

\* EAP is available if offered by your employer.

This flyer is for informational purposes only. It is not medical advice. Always consult your doctor for appropriate examinations, treatment, testing and care recommendations, including prior to choosing another provider for care. In an emergency, dial 911 or visit the nearest emergency room.

Health benefit plans vary, but in general to be eligible for coverage services must be medically necessary and provided by a licensed health care provider. Depending on your plan, you may be required to use an in-network provider for coverage to apply. Plan coverage is subject to any applicable deductible, copayment and/or coinsurance requirements. Product availability may vary by location and plan type and is subject to change. All group health insurance policies and health benefit plans contain exclusions and limitations. For costs and complete details of coverage, see your plan documents. The providers that participate in the Cigna network are independent contractors solely responsible for the treatment provided to their patients. Providers are not agents of Cigna.

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## What if I have trouble finding a provider or getting an appointment?

Cigna offers assistance in finding the right provider for you 24/7/365. If you have difficulty locating a provider online or need help finding an appointment in an office or for a virtual visit, our team will reach out to providers and help you find appointment availability based on your schedule.

Non-Medicare customers call: **800.274.7603**

Medicare customers call: **800.866.6534**



**Get the help you need to stay happier and healthier. Access behavioral health care from your home, at work or on the go.**

**Get more information today!**

Call the number on the back of your health plan ID card or log into **myCigna.com**.

