



UNDERSTANDING CIGNA BEHAVIORAL HEALTH VIRTUAL COUNSELING.

We make it easy.

Have questions about accessing virtual counseling through Cigna's network of providers* or your employee assistance program (EAP)?** Start here. Should you have any additional questions, feel free to call the number on your Cigna ID card, anytime.

Q. What kind of device can I use?

A. Use your smartphone, tablet or computer with camera for virtual counseling.

Q. Will the provider need to see me in person first?

A. You can schedule virtual counseling appointments based on your provider's availability. Depending on your reason for treatment, your provider might require that you have been seen face-to-face first.

Q. How much will it cost?

A. Access this care as part of your behavioral health benefits under your employer's health plan – and/or employee assistance program. Your out-of-pocket cost is the same as a behavioral health outpatient office visit. There's no cost to you for EAP services, for the same number of covered EAP sessions.**

Q. Does this include telephone sessions?

A. Virtual counseling is video-based and does not require a prior authorization because it's seen as a substitute for face-to face therapy. However, if phone sessions are needed, a prior authorization is required.

See your EAP materials or plan documents for a complete list of covered behavioral health services.

To connect with a virtual counselor in Cigna's network:

Go to myCigna.com and go to Find Care & Cost tab. Search for Virtual Counselor under Doctor by Type. If you need assistance finding a provider call **1.800.554.6931**

Call to make an appointment with your selected provider, like you would for a face-to-face visit.

Your provider will give you information on how to set up virtual counseling according to the technology they are using.

For EAP, go to myCigna.com and use employer ID (for initial registration):
[cityofmiami](https://cityofmiami.com)

Together, all the way.®



Offered by Cigna Health and Life Insurance Company, or its affiliates.



* Providers are solely responsible for any treatment provided. Not all providers have video chat capabilities. Video chat is not available in all areas. A Primary Care Provider referral is not required. Virtual care services may not be available under all plan types. See your plan materials for the details of your specific health plan.

** Programs may vary, so review your program materials for details on the number of visits allowed under your employer's specific employee assistance program. Mental health and/or substance use disorder services covered under your health plan may be subject to your plan's deductible, coinsurance and/or copay requirements. Review your plan documents for costs and complete details of coverage.

All group health insurance policies and health benefit plans contain exclusions and limitations. For costs and complete details of coverage, see your plan materials.

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