

Improved Cigna EAP Online Experience

- Cigna recently migrated several capabilities from CignaBehavioral.com to the myCigna website; your participants no longer have to visit a separate site for their Cigna Behavioral Health and EAP information
- Resources and coverage information about mental health and substance use disorder are now part of myCigna –creating a more seamless, holistic experience
- With the myCigna website, your participants can:
 - View program information.
 - Obtain authorization for face-to-face visits.
 - Take advantage of extended EAP chat hours
 - Access health programs and resources in the Manage My Health section, such as wellness modules, the Health Encyclopedia, Healthy Rewards® discount program and more
 - Directory for Cigna Behavioral Health and EAP will continue on Cigna Behavioral website
- Now there is a simple 4 step process to access the www.cignabehavioral.com provider search feature from within their myCigna profile. Your participants can now search for an EAP provider without entering the Employer ID



Step 1. From the mycigna.com welcome page click on Find A Doctor or Service



The screenshot shows the top navigation area of the mycigna.com website. On the left is the Cigna logo and the 'healthy life' tagline. On the right, there is a user profile section with 'Hi' and links for 'Profile', 'Contact', 'Forms', 'Español', and 'Log Out'. Below these is a search bar with a 'SEARCH' button. A large red arrow points to the 'FIND A DOCTOR OR SERVICE' button in the main navigation bar, which also includes 'REVIEW MY COVERAGE', 'MANAGE CLAIMS & BALANCES', 'CIGNA HOME DELIVERY PHARMACY', 'ESTIMATE HEALTH CARE COSTS', and 'MANAGE MY HEALTH'.

i Have you heard... Cigna has a new Health Assessment! We have partnered with Zensey for an improved experience. Once you complete your new Health Assessment, you can connect with social communities on a variety of health topics. You can also still access your previous health assessment information until March 23. Let's get started!



The advertisement features a yellow background with a graphic of two hands, one white and one pink with digital icons. The text reads 'old school meet so cool'. To the right, the headline 'Kick it up a notch' is followed by the text: 'You've got a next-level digital way to bring healthier habits to your life with Zensey, the new health assessment and online experience that's positively enlightening. How cool is that?'. A blue 'GO NOW' button is positioned below the text. Navigation arrows are visible on the left and right sides of the ad.



The first box is for 'MDLIVE' and contains the text: 'Talk with a doctor anytime', 'Connect with a nationwide network of Board Certified physicians through secure video or phone.', and a 'Learn more' link. The second box is for 'ID cards' and contains the text: 'ID cards' and 'Get one today'. Both boxes include the Cigna logo.





Step 2. Then click on Mental Health & Substance Abuse

The screenshot shows the Cigna website interface. At the top, there's a navigation bar with the Cigna logo, a search bar, and user options like 'Hi', 'Profile', 'Contact', 'Forms', 'Español', and 'Log Out'. Below this is a menu with buttons for 'REVIEW MY COVERAGE', 'MANAGE CLAIMS & BALANCES', 'FIND A DOCTOR OR SERVICE', 'CIGNA HOME DELIVERY PHARMACY', 'ESTIMATE HEALTH CARE COSTS', and 'MANAGE MY HEALTH'. The main heading is 'Find a Doctor or Service'. A sub-heading explains Collaborative Accountable Care (CAC). There's a search form with fields for 'Find a...', 'Who or What are you looking for?', and 'Where?'. Below the search form are three columns: 'Find a Person', 'Find a Place', and 'Find Procedures & Medical Costs'. A red arrow points to the 'Mental Health & Substance Abuse' option in the 'Find a Person' column. On the right, there's a 'NEED HELP' section with 'Email Customer Service' and 'FAQ' links, and an 'MDLIVE' advertisement.



Step 3: Then click on Cigna Behavioral Directory

  it's what you manage

Hi Lisa | Profile | Contact | Forms | Español | Log Out

SEARCH


REVIEW MY COVERAGE + **MANAGE CLAIMS & BALANCES** + **FIND A DOCTOR OR SERVICE** **CIGNA HOME DELIVERY PHARMACY** **ESTIMATE HEALTH CARE COSTS** **MANAGE MY HEALTH** +

Home » Find a Doctor or Service


[Print This Page](#)

Find a Doctor or Service

Collaborative Accountable Care (CAC) is a patient-centric program focused on improving health care quality, reducing overall medical costs and increasing the health care experience. [Find participating health care professionals and learn more.](#)

 Talk with a doctor anytime. Connect with a nationwide network of Board Certified physicians through secure video or phone at MDLive. [Learn more.](#)

Find out more about the doctors and services listed in the Cigna directory and [read important notices and disclosures](#) for your state.

[Directorio en Español](#) | 

Find a... Person, place or procedure <input type="text" value="Select Search Type"/>	Who or What are you looking for? John Smith, lab, heart doctor, colonoscopy <input type="text"/>	Where? Full Address OR City and State OR ZIP code <input type="text" value="Pompano Beach, FL 33068"/> use my current location
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SEARCH

[Browse Directory](#) » Find a Mental Health & Substance Abuse Doctor

Find a Mental Health & Substance Abuse Doctor

Health care doctors, professionals and services that provide treatment, therapy and support for depression, drug and alcohol problems and other life challenges.




Try your search using the [CIGNA Behavioral Directory](#)

Psychiatrist
Medical doctor and specialist who provides mental health and substance abuse treatment, including therapy, diagnosis and medication when necessary.

Psychologist
Provides counseling services for all types of patients.



Therapist/Counselor
Provides counseling, support and "talk therapy" to individuals or groups.

NEED HELP


-  [Email Customer Service](#)
-  For help finding something on the site please call 1.800.853.2713
-  For help with plan and coverage information please call 1.888.992.4462

Note: For TTY/TDD service for hard of hearing and deaf callers, call 711 for Telecommunications Relay Service.

FAQ


OFFERED THROUGH 

TALK WITH A DOCTOR ANYTIME
Connect with a nationwide network of Board Certified physicians through secure video or phone.
[Learn more](#)



 **WHEN YOU NFFD**



Step 4: Begin searching for a provider. Please note that you do not need to enter a login ID to search for an EAP provider. Just follow the prompts on the screen

Cigna.

< Find a Provider Home Member Home Friday, February 21, 2014

Expanded Search
Search by Name

Your Employer ID is typically the commonly-known name of the company YOU WORK FOR, but without the spaces and in lowercase. Example: xyzcorporation

Employer ID:

Don't know your Employer ID? Call CIGNA eCommerce Customer Service toll-free at 1.888.259.6279.

Online Access & Referral | Find a Therapist or Psychiatrist | Take a Self-Assessment

Find a Therapist/Psychiatrist

Should I see a therapist or a psychiatrist? Find out which is right for you on our [Frequently Asked Questions](#) page.

Important note: It may take up to 10 business days to be seen by a therapist. If you feel you need more urgent help, please call the toll free number on the back of your ID card.

Why log in? Log in on the left-hand side of this page to see which therapists, psychiatrists, or hospitals are in your network to make sure your benefits cover your sessions.

How do I find a therapist, psychiatrist, hospital, or clinic? Use the form below to search by specific preferences. Or click "Search by Name" on the left-hand side of this page to find a specific provider, hospital, clinic, or behavioral program.

When do I need an authorization before my appointment? Hospital Care and other Specialty Services: Pre-authorization is needed; call the number on the back of your ID card.

Employee Assistance Program (EAP) Counseling: Authorization is needed for these services, which, if eligible, are available at no cost for limited sessions. Log in to see if you are eligible and obtain authorization online or call the number on the back of your ID card. This information only applies to Cigna EAP services.

When do I not need an authorization before my appointment? You don't need an authorization for most visits to a therapist or psychiatrist in your network for routine, outpatient care.

For best results, please log in at the left, using your Employer ID. This will ensure that you receive the correct referrals for your specific plan.

* Indicates required field

* Provider type Therapist/Psychiatrist Clinic Hospital/Behavioral Program [Click here for FAQs](#)

* Network Behavioral Health EAP

* Zip code

Zip Radius 5 10 15 20 25

Language (English is default)

