

Cigna & Support Resources

**AVAILABLE TO ALL EMPLOYEES ^AVAILABLE TO THOSE ENROLLED IN CIGNA HEALTH PLAN

MYCIGNA.COM	MyCigna.com gives you access to valuable information to help you manage your health. You can view your ID card, review your coverage, track your deductible, and view claims and explanation of benefits. Find and compare in-network doctors and hospitals, and a cost comparison tools for procedures and imaging. There are also wellness resources including the health risk assessment, incentive program information, and more.	myCigna.com
MYCIGNA APP	The myCigna app is easy-to-use and provides the same useful tools and information to help you manage your health that are available through the myCigna website. You can also text to chat with a customer service rep for in the moment support.	Download the myCigna App for your mobile device from Google Play or the App Store
24 HOUR HEALTH INFORMATION LINE[^]	Whether it is guidance on medical treatment, or assistance with a health question, you can always call the health information line and get live support 24 hours a day, 7 days a week.	Call 800-244-6224
VIRTUAL CARE: MEDICAL & BEHAVIORAL HEALTH SUPPORT[^]	With Cigna Virtual Care, get the care you need – including prescriptions – for a wide range of minor conditions. Connect with a board-certified doctor, including Pediatricians, when, where and how it works best for you – via video or phone – without having to leave home or work. Check your plan documents to see how Virtual care is covered under your benefits.	Available through the myCigna app or by calling: Amwell 855-667-9722 or MDLIVE 888-726-3171
YOUR HEALTH FIRST[^]	Work with a dedicated health advocate who provides confidential support, education and insight to help manage your chronic condition and improve your overall health. This program can help with a variety of health conditions, including asthma, diabetes, osteoarthritis, COPD (emphysema and chronic bronchitis), Low back pain, metabolic syndrome, Peripheral arterial disease, Behavioral (Anxiety, Bipolar Disorder, Depression), Cardiac concerns and Heart Disease.	800-244-6224 or log into myCigna.com
LIFESTYLE MANAGEMENT PROGRAMS^{**}	<p>Live, personalized one to one coaching for your needs:</p> <ul style="list-style-type: none"> > Healthy Steps to Weight Loss Reach and maintain your healthy weight with Cigna’s weight loss tools, including a pedometer, workbook, portion plate, tape measure and hunger awareness magnet. > Quit Today Quit your tobacco habit with Cigna’s tobacco cessation program. You can receive one course of nicotine replacement therapy (NRT) free of charge and will have access to a 24-hour support line. > Strength and Resilience Stress Management Receive the support you need to unwind and find a healthy balance in your life with stress management tools like a relaxation CD, stress buddy plan and workbook. 	800-244-6224 or log into myCigna.com

HAPPIFY OFFERED THROUGH Cigna^	<p>A free app with science-based games and activities that are designed to help you:</p> <ul style="list-style-type: none"> > Defeat negative thoughts > Gain confidence > Reduce stress and anxiety > Increase mindfulness and emotional well-being > Boost health and performance 	<p>Download through your app store or look on myCigna.com under Coverage section</p>
IPREVAIL^	<p>A digital therapeutics platform, designed by experienced clinicians to help you take control of the stresses of everyday life and challenges associated with life's difficult transitions.</p> <ul style="list-style-type: none"> > Customized to meet your needs. > Interactive video lessons > 1:1 coaching > Support communities and online wellness activities. <p>After completing a short quiz, you will be matched with a personalized support program. Each week you will cover a new concept, with new social and clinical activities. You can send messages to your coach and others, day or night, 24/7. Engage at your own pace. iPrevail is designed to decrease feelings of PTSD, anxiety and depression.</p>	<p>Using your computer or smartphone, start by signing up for iPrevail on myCigna.com</p>
EMPLOYEE ASSISTANCE PROGRAM**	<p>4 face-to-face counseling sessions with a counselor in your area, as well as video-based sessions and includes support for many situations, some examples are:</p> <ul style="list-style-type: none"> -Managing Stress -Legal -Financial -Parenting -Eldercare -Identity Theft -Community support -Concierge services 	<p>Call 877-622-4327 Or log in to myCigna.com</p> <p>Employer ID: richmond</p>
MY HEALTH ASSISTANT ONLINE COACHING**	<p>Online, self-led coaching to manage and improve your health in the following ways.</p> <ul style="list-style-type: none"> > Control Stress > Lose Weight > Eat > Enjoy Exercise > Quit Tobacco > Manage Diabetes > Manage Heart Disease > Manage Heart Failure > Manage COPD > Manage Asthma 	<p>Log onto www.mycigna.com Click on Wellness tab</p>

SUICIDE AWARENESS & PREVENTION SUPPORT LINE**	Get Help! We can all help prevent suicide. This Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals. Call or visit https://suicidepreventionlifeline.org/	Call 800-273-8255. Additional information and resources are available online
AARP**	AARP offers a wealth of information, along with support and assistance in finding local resources. AARP has a catalog of information for Family Caregiving for Seniors. Call or visit https://www.aarp.org/caregiving/	Call 877-333-5885. Additional information and resources are available online.
CIGNA VETERAN'S SUPPORT LINE**	<p>Veteran Support Line provides a wide range of assistance for veterans, as well as their caregivers and families, whether they are Cigna customers or not.</p> <ul style="list-style-type: none"> > Completely anonymous, Cigna does not ask for verification of military status or relationship to a veteran, or any personal identification. > Staffed by licensed Cigna behavioral health specialists, some of whom are veterans themselves. > A dedicated triage team that will help veterans find the right resources and services including pain management, substance use counseling and treatment, financial issues, food, clothing, housing, safety, transportation, parenting and child care, aging services, health insurance, legal assistance and more. <p>If someone who is in a crisis calls, they will be immediately routed to a member of our crisis team trained.</p>	Support Line is free and available 24/7/365 at 855.244.6211

NAME	PHONE NUMBER	WEBSITE
Cigna One Guide & Coaching Support	800-244-6224	www.myCigna.com
Cigna Veteran's Support Line	855-244-6211	https://www.cigna.com/individuals-families/health-wellness/
AARP	877-333-5885	https://www.aarp.org/caregiving/
Suicide Awareness & Prevention Line	800-273-8255	https://suicidepreventionlifeline.org/
Employee Assistance Program (EAP)	877-622-4327	www.myCigna.com
EAP Webcasts	n/a	www.cigna.com/eapwebcasts
Virtual Care - MDLive	888-726-3171	www.myCigna.com
Virtual Care - AmWell	855-667-9722	www.myCigna.com