

How to Find a Virtual Provider in Cigna's Behavioral Network: A Step-by-Step Guide



Use this guide to search for in-network providers in Cigna's behavioral network.*

Please note: Images are for illustrative purposes only and subject to change.

1

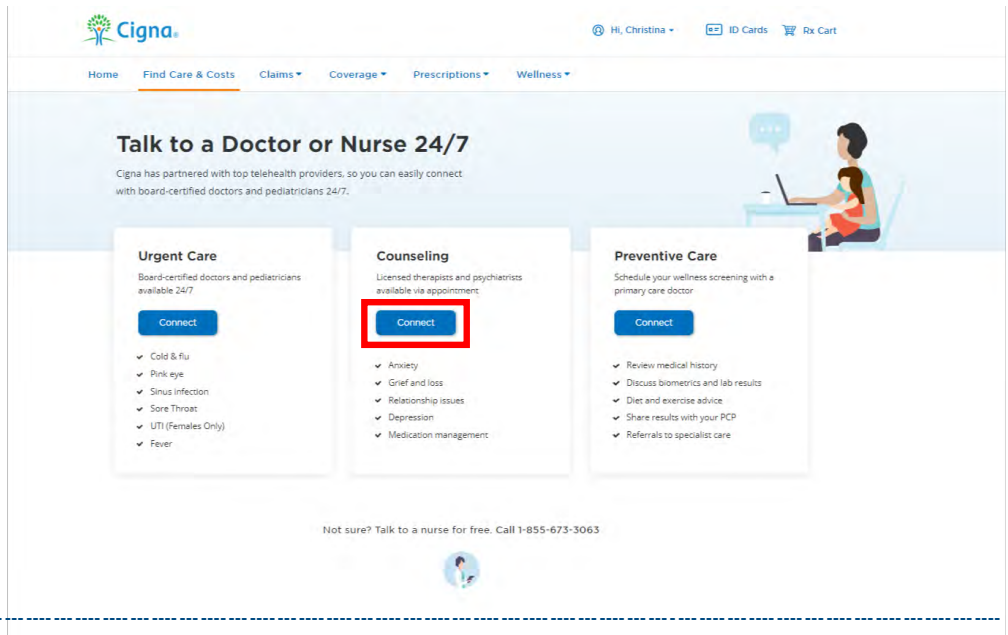
Log on to mycigna.com

The screenshot shows the Cigna mycigna.com website interface. At the top, there is a navigation bar with the Cigna logo and user information: "Hi, Guest", "ID Cards", and "Rx Cart". Below the navigation bar are menu items: Home, Find Care & Costs, Claims, Coverage, Spending Accounts, Prescriptions, and Wellness. A banner for "Important Information for Customers" is visible. The main content area starts with a "Welcome, Guest!" message and a "COVID-19 Vaccine, Care, and Coverage" section with a "Learn more" button. Below this are four summary cards: "Medical Coverage Status for: Guest" showing an in-network deductible remaining of \$5,000.00; "Medical | Dental" with a note about family deductibles; "Spending Accounts" showing a Health Reimbursement Account (HRA) balance of \$2,375.00; and "Family Incentives" showing \$0.00 earned. Further down, there are sections for "Latest Updates" with several messages and "My Health Team" which includes a "Find a Doctor" button and a "Connect Now" button highlighted with a red box. The "My Health" section at the bottom shows a "My Wellness Score" card.

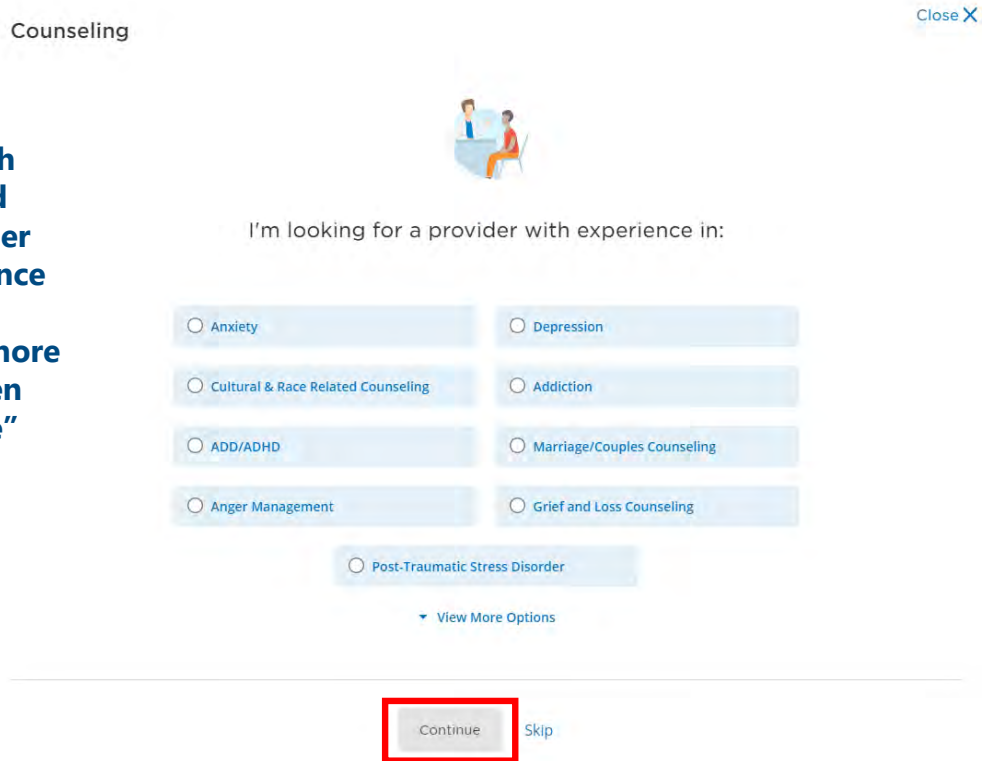
2

Click on "connect now" to speak to someone right away or to schedule an appointment

3 Under Counseling, click on "Connect"



4 Select the health topic you would like your provider to have experience in or use the arrow to view more options and then press "Continue"




Next, you will be brought to a page that shows the emotional and behavioral health providers available to you. Your cost estimate will populate according to your specific plan benefit.

5 Once you decide which program you would like to participate in, select the “connect” button to schedule an appointment

You may be asked to enter your medical ID number to verify benefits and credit card information to pay for any copays or co-insurance, if applicable.

MDLIVE for Cigna®

MDLIVE's friendly therapists and psychiatrists are professionally trained to use virtual technology to treat many non-emergency conditions such as anxiety, depression, stress, relationship issues, and more.



- Connect privately via video or phone with a board-certified psychiatrist or licensed therapist
- Schedule visits at times that work for you, including evenings and weekends
- See the same provider each visit, or change whenever you'd like
- Have prescriptions sent directly to your local pharmacy

Your estimated cost will populate here


[View more prices](#)

Connect ↗

Video & Phone

ginger

Feeling stressed or overwhelmed, but not quite sure what you need? Use Ginger's coaching services as a first line of defense for overcoming a range of challenges and stressors - from improving sleep or relationships, to managing anxiety and depression. Coaching is available on-demand, 24/7.



- Chat with a trained behavioral health coach within seconds
- Get unlimited confidential support 24/7/365 for one monthly rate via your behavioral health benefits
- If needed, your coach can add a licensed therapist or psychiatrist to your care team within days

Your estimated cost will populate here


[View more prices](#)

Connect ↗

Digital Coaching

*** Cigna**

Connect with in-network providers including licensed therapists, psychiatrists, nurse practitioners, and behavioral specialists using your Cigna benefits.



- Free sessions with a therapist within annual limits, through the Employee Assistance Program (EAP).
- Virtual or face-to-face options available.
- Benefits available to you or anyone in your household.


Your estimated cost will populate here

Search

In-Person, Video & Phone

talkspace

With Talkspace, you can select from thousands of licensed therapists and maintain an ongoing relationship throughout the entire treatment.



- Licensed therapists and psychiatrists available via live video and private texting
- Maintain relationship throughout treatment
- Online scheduling
- Ages 13 and up

Your estimated cost will populate here


[View more prices](#)

Connect ↗

Video & Phone

*** Meru Health**

Meru Health offers a complete and clinically proven treatment program for depression, anxiety, and burnout with long-lasting outcomes.



- 12-week virtual counseling program for depression, anxiety, or burnout with a licensed therapist
- Access to an online peer support community & educational resources
- Ongoing 9-month check-ins available as needed
- Online scheduling available
- Ages 18 and up

Your estimated cost will populate here

[View more prices](#)

Connect ↗

Video & Phone

*For illustrative purposes only. This flyer may show some providers that are not included in your area or on your plan. Please visit mycigna.com to see a list of providers that are available in your region.

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 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.

Program services are provided by independent companies/entities and not by Cigna. Programs and services are subject to all applicable program terms and conditions. Program availability is subject to change.

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