

Access Mental Health Options at myCigna

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Hello! This is Jana Dalton, and welcome to another SchoolCare Snippet.

Today, I want to spend a little bit of time reviewing the myCigna website; and more specifically today, talking about how to access Mental Health Counseling and other resources for Behavioral Health, right through the myCigna website and even more specifically, options with Telehealth and ways to be able to identify and find a counselor, and the care and costs associated with those visits.

So, bear with me as I begin to share my screen and start to show you the myCigna website. Go ahead and log in, specifically to my own login for Cigna. Today I'm going to scroll on down, here on the right hand side it says "Talk to a doctor or nurse 24/7 using your phone tablet or computer." This is one of the more direct ways to be able to access Telehealth. So right from here, I'm going to "Connect Now" and here's where you can see your options for being able to access Telehealth. It talks about how to connect in order to have a doctor visit related to medical issues and then here on the right-hand side it refers to counseling and how to be able to connect to a licensed therapist or psychiatrist,

I'm going to click on "Connect" and here's where it shows you the types of issues you might be most concerned about and how to connect with a provider to help you. I'm just going to scroll down and show you the different options available: "Anxiety, Addiction, Domestic Violence, Counseling, Eating Disorders, ..." all kinds of different topics. Today, specifically I'm just going to start with "Anxiety," scroll down a little bit more you do have the option to "Skip" this entirely if you just want to connect with someone, more in general, maybe not relating to one of these specific topics. But, today I'm just going to do that and then click on "Continue" and here you have the option where you can search for specifically a Cigna In-Network Provider, which includes licensed therapists, psychiatrists, nurse practitioners and behavioral specialists. You have options to free sessions with a therapist and that's through the Employee Assistance Program. There are virtual or face-to-face options available and these EAP sessions again are available to anyone in your household including yourself and you could just search here which would allow you to search for providers within that network.

I'm just going to scroll down here and look at "MD LIVE for Cigna" and this is the Telehealth option that would allow you to set up an appointment with someone either via a video or a phone conversation that you could do, and these are available. Again, you could schedule visits any time that work for you, including evenings and weekends. See the same provider each visit or you could change whenever you'd like and they can have prescriptions sent directly to your local pharmacy if that becomes something that you would need to have access to. This shows you on the right hand side, I am on an Orange plan full disclosure here, it shows me what my estimated cost for this MD LIVE visit would be and that

and I could just go ahead and “Connect” here and again have a video or phone visit as needed and I could just be right here from my home office and be able to set that up in in confidence.

You'd also have an opportunity for “talk space.” You can select from thousands of licensed therapists and maintain an ongoing relationship through this entire treatment. Licensed therapists and psychiatrists available, online scheduling available, and this is also an option for people 13 years old and up. Estimated cost is 125 dollars and I could connect here again by a video or phone so just remember that this is an option available to you right from that home screen. Click on “Connect” and you'd be able to access this information.

Thank you for joining me. I hope that helps you to be able to find that information. It's nice to know that it is right at your fingertips and you don't have to leave the comfort of your home. I'm right here and i could have set up an appointment and be able to talk to someone right from here and it's a really easy way to be able to access that and that cost information is good to know too. Once you log into myCigna, it knows what plan you're on and then it can give you an estimate of what that cost would be for you based on your coverage, so just another option to be able to find that information hopefully nice and easily.

So I hope you're all doing really well and taking good care of yourselves.
Please reach out if you need anything from us at SchoolCare.
Thank you so much for joining me today.
Take care.