



# Mental Health Counseling

Accessing Employee Assistance Program telehealth benefits from the comfort of your home

Your Concordia Health Plan includes access to CIGNA's Employee Assistance Program (EAP) – so you can get support for everyday issues, even the stressful ones. The services are available from the comfort of your own home through their virtual counseling option. You have access to six free sessions of mental health counseling over the phone.

You'll get real solutions for a range of different topics, including:

- Caregiver concerns
- Family and relationships
- Grief and loss
- Emotional health
- Stress management
- Financial or legal issues
- Job and career support needs
- Community resource needs

Services for all of these concerns – and more – are confidential and available to anyone in your household.

To access your EAP benefits you will need to create an account at [MyCigna.com](https://www.mycigna.com), even if you have your regular medical coverage through a different medical plan.

- Go to [MyCigna.com](https://www.mycigna.com).
- If it's the first time logging in, click "Register," otherwise enter your user ID and password.
- If a new registration: Enter your first and last name, date of birth and home zip code on the following pages.
- When asked how you want to register your identity, select "I want to register for the Employee Assistance Program ONLY."
- Enter LCMS as the Employer ID on the following page.
- Set-up two security questions.
- Create a user name and password and identify your preferred email address.
- Once signed in, go to "Find Care & Cost" tab and search for Virtual Counselor under Doctor by Type.

You may also call CIGNA for assistance in locating a virtual telehealth or other mental health professional at 866-726-5267.

## Some clarifying Q&A's from Cigna regarding the telehealth EAP services:

**Q. What kind of device can I use?**

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

**Q: Do I need prior authorization to see a virtual telehealth provider?**

A: No, access to the virtual telehealth services do not require prior authorization.

**Q: Will I have to pay for the telehealth EAP visits?**

A: No, your first six sessions are free. If you want or need to continue your counseling after the six free sessions, the benefit will transfer to your health plan and you will be responsible for the applicable deductible, co-pay or co-insurance for each additional visit.

**Q: Is my EAP telehealth provider in the same network as my medical coverage if I need more than the six free visits?**

A: Maybe, you will want to check with your medical option's (i.e., Blue Cross Blue Shield, UMR) provider network when you identify the CIGNA EAP telehealth provider to see if they are in the network. This will ensure a consistent provider experience if you need to continue beyond the six free EAP sessions. If the CIGNA EAP provider is not in your medical option network, the services after the first six free visits will cost you more as they will be considered out-of-network benefits.

**Q: What if I have trouble registering on [MyCigna.com](https://mycigna.com)? Is there a help desk or contact number?**

A: Yes, customers can contact CIGNA's helpdesk via website or connect via chat. The "support center" link on [myCigna.com](https://mycigna.com) will provide access to the helpdesk phone number (800-853-2713) or a customer can use the chat option.