

# CIGNA'S BEHAVIORAL NETWORK

## Directory and Appointment Assistance

If you're new to the Cigna behavioral network, you may have some questions. The following information will help you find care quickly and easily.

**How do I find network behavioral health providers online?** – Visit **Cignabehavioral.com**. Under the “Members” menu, click on “Find a Therapist/Psychiatrist/Hospital” to find network providers who treat:

- > Mental health disorders
- > Substance use disorders

If your organization does not have an “Employer ID,” you may leave that field blank or enter the word “Member”

**What can I do on Cignabehavioral.com?** – From our site you can:

- > Find an up-to-date list of network behavioral health providers and search by specialty, zip code, language, etc.
- > Read personal profiles for many behavioral health providers
- > Review Employee Assistance Program benefits and services
- > Learn more at the Frequently Asked Questions section

**How do I make a behavioral appointment?** – Many behavioral health providers lead their own independent practices and may not have office staff to take your call. Simply leave a voicemail clearly stating the information below and request a call back.

- > Your name, that you're a Cigna customer, and reason for your call
- > How you can be reached and best days and times for an appointment

**What if I can't find a psychiatrist for a medication evaluation?** – To help with the shortage of psychiatrists, we also contract with the following providers for medication evaluations:

- > Nurse practitioners who can prescribe medications
- > Developmental-behavioral pediatricians
- > Physician assistants
- > Psychologists who can prescribe medications in states that have passed associated laws
- > Behavioral health professionals recommended by primary care physicians (PCP) or co-located in PCP practices

For many plans, Cigna will reimburse for therapy and medication management telehealth services. Please contact us to learn more and to find out if telehealth services are available to you.

**Who do I call if I have questions?** – We're here to help you **24/7/365**. Call **800.274.7603** to speak to a Cigna Personal Advocate if you have difficulty locating a provider online or need help finding an appointment.

Together, all the way.®



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