

GETTING STARTED

Cigna Behavioral Directory and Assistance

If you are looking for a Cigna Behavioral Health provider, 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 features 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?

In addition to psychiatrists, our network also includes 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

Many benefits plans includes access to 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.®



Offered by: Cigna Health and Life Insurance Company, Connecticut General Life Insurance Company or their affiliates.

The providers that participate in the Cigna network are independent contractors solely responsible for the treatment provided to their patients. They are not agents of Cigna.

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