

Cigna Employee Assistance Program

Helping your organization's people feel and perform their best – with **real support for real life.**



Offered by Cigna Health and Life Insurance Company, or its affiliates.

954730 12/20



Real life happens

Meeting Agenda

- Introductions
- Member Experience
- HR & Manager Support
- Organizational Support
- Network
- Reporting



Wrapped in care

The right support where and when it's needed

- EAP webcasts
- myCigna.com for EAP
- Consultation by phone
- Face-to-face sessions per issue
- Community referrals
- Work/life assistance
- Crisis intervention
- Legal, financial and ID theft consultation²
- Disaster Resource Center



24/7/365 crisis and emergency support

Consultation by Phone

Virtual provider network including TalkSpace

Access to providers via **Provider Search & Fast Access**

Digital tools



HR & Manager Support

Better managers, better teams, better results.

Employee Assistance Program

EAP 1.877.622.4327

EAP web access:

www.myCigna.com

Employer ID: utgme

Critical Incident Stress

Management

1.877.622.4327



EAP Management Consultations

Managers Guide to EAP

EAP Critical Incident
Response Services
Fact Sheet

Incident Response
Service Fact Sheet

Seminar & Webinar Info

Employer Service Coordinators

(ESC): Your contact for coordinating

- Onsite seminars
- Health/benefit fairs
- Wellness events
- Trainings from the EAP catalog.

ESC Team:

1.800.241.4057 ext. 7962646

Fax: 952.996.2702

eshcomments@cigna.com



EAP Wellness Webcast.

**Wellness Seminar &
Management
Training Catalog**

**Wellness Seminar
Request Form.**

Health Fair Request Form



EAP on myCigna.com

EAP digital customer experience

- Customer friendly navigation, usable on any device
- Easy access to tools and resources
 - ✓ Share EAP with household member
 - ✓ Schedule a phone call with EAP consultant
 - ✓ Get an EAP authorization
 - ✓ EAP provider search
- Click to chat
- Inclusion of seven wellness modules
- Access to work/life articles and support materials

The screenshot shows the Cigna website's Employee Assistance Program (EAP) page. At the top, the Cigna logo is on the left, and user information "ID Cards" and "Hi, Jillian" is on the right. A navigation bar includes "Home", "Find Care & Costs", "Coverage" (highlighted), "Claims", "Spending Accounts", "Prescriptions", and "Wellness". The main heading is "Employee Assistance Program (EAP)". Below this, it states "Coverage period: 01/01/2020 - 12/31/2020" and "Coverage is active for: Anyone who shares the subscriber's address, including a nanny, parent, or in-law." A key message reads: "Real support for real life. Confidential and no cost to you." This is followed by a paragraph explaining that Cigna's EAP provides access to work/life resources and licensed clinicians to help with various concerns. The page features four main service cards: "Emotional Health and Family Support", "Home Life Referrals", "Financial and Legal Assistance", and "Job and Career Support". Each card includes a brief description of services and three action items: "Chat with us" (with a bubble icon), "Schedule a call with an EAP consultant" (with a phone icon), and "Visit an EAP counselor" (with a person icon). The "Home Life Referrals" card also includes a "See Work/Life Resources" link (with a document icon).