

# FREQUENTLY ASKED QUESTIONS



## myCigna Integration

### Q: What's changing and why?

**A:** The **CignaBehavioral.com** website is moving to a new home providing a better digital experience for behavioral and Employee Assistance Program (EAP) customers. We have heard consistently from clients and customers that the **CignaBehavioral.com** experience has been less than ideal and does not compare with what is seen by competitors in the market. We are aligning the user's web journey with Cigna's overall value proposition which aligns the mind and body and creates a consistent experience for all Cigna users.

### Q: What is the new URL?

**A:** **myCigna.com** is replacing **CignaBehavioral.com**, effective in Q2, 2018.

### Q: Is the content the same as before?

**A:** Benefit-specific content and transactions are moving to **myCigna.com**. This includes items such as:

- › Viewing and understanding behavioral benefits and EAP services
- › Obtaining an EAP authorization
- › Requesting a telephone EAP consultation
- › Initiating a EAP click-to-chat session
- › Accessing work/life resources
- › Healthy Rewards® discount program\*
- › Various Case Management programs

In addition, **Cigna.com** houses educational articles and materials as well as general Cigna content. Additional behavioral resources and content will be added effective 5/1/18.

Examples of educational content moving to **Cigna.com** include information on autism, eating disorders, support for children and families, substance use disorder, and tools for managing

stress. The links are as follows: **Cigna.com/Autism**, **Cigna.com/EatingDisorders**, **Cigna.com/ChildrenFamilies**, **Cigna.com/SubstanceUse**.

The Managing Stress Tool Kit will be located at **Cigna.com/ManagingStress**.

The Behavioral Awareness Series has always been housed at **Cigna.com**.

Customers will be able to find content by using the search tool found in **myCigna.com** or by visiting **Cigna.com**.

### Q: What are the advantages/enhancements?

- A:›**
- › Improved design and easier navigation.
  - › Usable on all devices.
  - › New ability to invite and share EAP information with household members via email, making it easier for them to access services.
  - › Extended click-to-chat hours for assistance with EAP services and questions by an additional three hours per day. (Changing to Monday to Friday, 9:00 am-8:00 pm, ET). Click-to-chat will continue to only service EAP, Medical, Dental and Pharmacy.
  - › Streamlined place to view and access all Cigna benefits and services.
  - › Search tool for ease in finding information and content housed on **myCigna.com** and **Cigna.com**.
  - › Access to a robust health encyclopedia and wellness modules.
  - › Log in with username and password, allowing for a more personalized experience.
  - › Direct link to the behavioral/EAP provider search tool (more details below).
  - › Improved design and navigation for work/life resources content.

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**Q: Will the login process change?**

**A:** Yes, **CignaBehavioral.com** did not require individual registration and was accessed via an employer level login using an employer ID. There is individual registration for **myCigna.com**. Please see below.

**Q: Will our existing employer IDs that were needed for CignaBehavioral.com still apply?**

**A:** Yes, your employer IDs will be identical for **myCigna.com**. The employer ID will be needed for customers who only have EAP coverage during the initial registration. Employees with behavioral coverage through Cigna will log in using their Social Security number or if applicable, their insurance ID number.

**Q: What does the registration process look like for our customers who have Cigna Medical and Behavioral (or other products)?**

**A:** If the customer does not already have a registration for **myCigna.com**, they can register using their full name, date of birth, address and ID number or primary customer's SSN. For those that already have a login, the digital experience will automatically include the behavioral and/or EAP experience. The customer will create a username and password for future access.

**Q: What does the registration process look like for our customers that only have Cigna Behavioral benefits?**

**A:** The customer will need to register for **myCigna.com** by using their full name, date of birth, address, ID number or policyholder's SSN. The customer will create a username and password for future access.

**Q: What does the registration process look like for our employees and household members that only have EAP (non-Cigna Medical)?**

**A:** The customer will need to register for **myCigna.com** by using their full name, date of birth, address, employer ID, and relationship to the primary customer. The customer will create a username and password for future access.

**Q: Will my employees still be able to request EAP services online?**

**A:** Yes, **myCigna.com** will still have the ability for customers to create an EAP authorization, request a telephone consult, obtain a provider list, live chat with an EAP advocate, and self-service for nonclinical support for work/life resources.

**Q: Will the Disaster Resource Center still be available?**

**A:** Yes, it will be moving to **Cigna.com/DisasterResourceCenter** on 5/1/18.

In the interim, the Disaster Resource Center will remain active on the **CignaBehavioral.com** website.

**Q: Where will the Benefit Manager area of CignaBehavioral.com be located?**

**A:** The Benefit Manager area will continue to be available on the **CignaBehavioral.com** website on 4/1/18. A new and improved microsite will be launched at **Cigna.com/eapmanager** in the coming months which will feature EAP Resources for Managers and Organizations.

**Q: Most of my employees already have a myCigna.com login; how will they be impacted?**

**A:** For customers that already have a **myCigna.com** account, their behavioral and if applicable, EAP experiences will automatically be included when they log in on 4/1/18.

**Q: Will the EAP digital experience be available on mobile devices?**

**A:** Yes, **myCigna.com** has the ability to present a mobile view when accessed on a mobile phone or tablet browser. The behavioral and EAP experiences are still not available on the **myCigna® App**, but are planned for a future release.

**Q: Will I have access to the same reporting I had before?**

**A:** Your EAP and stand-alone behavioral reporting will remain the same as it is today regarding web utilization.

**Q: Can we request a single sign-on (SSO) link to myCigna.com?**

**A:** Yes, if you already have an SSO for **myCigna.com**, the new behavioral and EAP experience will already be included. If you already had a Cigna Behavioral Health (CBH) SSO, it will bring customers to the **CignaBehavioral.com** redirect page. An SSO to **myCigna.com** can be requested and completed within 30-60 days, at a cost of \$12,000 (one-time cost).

**Q: Can we request customizations on myCigna.com?**

**A:** Yes, client customization can be requested for a fee. Customization can include co-branding, banner ads, special alerts, promotions, etc. To request a customization, outreach the account management team.

**Q: What happens to a customer who goes to CignaBehavioral.com after 4/1/18?**

**A:** There will be a redirect splash page providing links, and alerting customers that the behavioral and EAP experience has moved. Links will include: Pass through to **myCigna.com**, **Cigna.com**, International EAP, Provider Directory, Benefits Managers Page, and the Disaster Resource Center. The website will fully sunset at the end of 2018.

**Q: My International EAP services for employees and household members were accessed through CignaBehavioral.com. How is this changing?**

**A:** A new vanity URL has been established, **Cigna.com/ieap**, to provide a direct access to the IEAP portal. This is necessary because it is not possible to provide access through **myCigna.com**. The customer will enter the company code, also known as the employer ID, to access the IEAP portal. If a customer enters **CignaBehavioral.com** seeking IEAP access, there will be a link to the IEAP portal on the splash page.

**Q: What's not changing?**

**A:** The following is not changing.

- Existing EAP and behavioral call-in numbers including dedicated numbers, prompting and phone trees.
- Access to the seminar catalog still available through existing link.
- Access to National EAP Wellness Webcasts available through the URL communicated in the annual calendar and promotional materials.
- Critical Incident Stress Management, Management Support, and all other features for requesting and access support.

Other items that are not changing include CBH teams that service your calls, 24/7 hours of operation for accessing the call centers, and all other benefits not already mentioned in this FAQ.

**Q: What collaterals are available for promotion to my employees?**

**A:** Cigna will be supplying awareness flyers for high-level education that you can use to send directly to your employees.

**Q: Does this mean the behavioral/EAP provider directory is now fully integrated into the myCigna.com provider search tool?**

**A:** No, full integration into the existing **myCigna.com** directory will take place in a second phase. The behavioral and EAP provider lookup will look and feel like an extension of the **myCigna.com** web experience and is centrally located on the coverage pages. It will, however, continue to be housed on **CignaBehavioral.com** until Phase II is complete. Customers will continue to link to the directory from **myCigna.com** but instead of landing on the home page, will get connected directly to the directory landing page on **CignaBehavioral.com**.

**Q: What are some of the key steps I should take to prepare for the change?**

**A:** Communicate with your employees about the change as soon as you are able. You will want to update promotional materials with the new site. In addition, you will need to update links on your intranet sites (generic and customized). The new link is: **myCigna.com**.

Cigna will be working to update an extensive inventory of materials and this will take time. Any Cigna produced materials such as flyers will be updated and provided to you as these become available. Your account team will assist you in coordinating updates for key collateral. The customizable EAP trifold brochure already has the ability to incorporate **myCigna.com** and a new EAP poster is under development.

In the meantime, the splash page will provide links to **myCigna.com** and other key areas for anyone who goes to **CignaBehavioral.com**.

**Q: What if an employee has trouble registering? Is there a help desk or contact number?**

**A:** Yes, customers can contact our iCSA department team via website or connect via chat. The "support center" link on **myCigna.com** will provide access to the help desk phone number (**800.853.2713**) or a customer can use the chat option.

**Q: Where can we see a demo of the new CBH and EAP functionality?**

**A:** The behavioral and EAP experiences will be incorporated into the current **myCigna.com** demo that is available on the website using the "site benefits" tab.

\* Some Healthy Rewards programs are not available in all states. If your Cigna plan includes coverage for any of these services, this program is in addition to, not instead of, your plan coverage. A discount program is NOT insurance, and you must pay the entire discounted charge.

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