

# Easy access to virtual counseling services.

Now you can connect with MDLIVE therapists through EAP.



Cigna Healthcare<sup>SM</sup> has increased your access to virtual counseling by adding **MDLIVE** to our Employee Assistance Program (EAP) provider network.\* You and your household members can now select MDLIVE for **no-cost virtual counseling services** using available EAP session benefits.\*\*

Best of all, you can schedule online with an MDLIVE therapist for an appointment within seven days. An EAP code is needed to begin, just like with any other EAP network counseling sessions, and we've made it easy to get started online.\*\*\*

## MDLIVE for Cigna<sup>®</sup>

### To get started:

1. From the website **myCigna.com**<sup>®</sup>, go to “Find Care & Costs” and select “Reason for Visit”
2. Type “telehealth” in the search bar and select “Telehealth/Virtual Behavioral Health Counseling” in the drop-down menu
3. Next, select “Digital app-based care” and from there you will see the MDLIVE tile
4. In the MDLIVE tile for EAP, click “get EAP code.” The EAP option will show your cost as \$0.00.
5. There will be a screen asking which option best describes your need today. As a first-time user, select “I’m brand new...”
6. The EAP Code form will automatically open. Simply complete the form and click “Connect to MDLIVE.” The EAP code information will securely transfer to MDLIVE for you.

7. Next, you will seamlessly be connected into the MDLIVE EAP registration portal where you will create your EAP username and password (this will be separate from the MDLIVE credential you might already have for services under medical/behavioral benefits)
8. Once registered with MDLIVE for EAP, you can begin. Schedule your first visit or, if you aren't ready, return later. Log in to the MDLIVE EAP patient portal for appointments and scheduling using the link provided in the welcome email (sent upon registration).



**Get started today on myCigna.com.**

Employer ID: [XXXXXXXXXXXXXXXXXX]  
(for initial registration on **myCigna.com**)

**Get real support for real life.**

\*Program services are provided by independent companies/entities and not by Cigna Healthcare. Programs and services are subject to all applicable program terms and conditions. Program availability is subject to change.

\*\*Please note that EAP does not include psychiatry services or medication management.

\*\*\*MDLIVE EAP access is only available via myCigna.com; access via mobile app will launch at a future date.

Employee assistance program services are in addition to, not instead of, your health plan benefits. These services are separate from your health plan benefits and do not provide reimbursement for financial losses. Program availability may vary by plan type and location, and are not available where prohibited by law.

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