



# GUIDE TO THE EMPLOYEE ASSISTANCE PROGRAM (EAP)

Created by Cigna Employee Assistance Program for  
**UT Graduate Medical Education Program**

Together, all the way.®



## EAP CONTACT INFORMATION



**Reach your EAP by phone: 877.622.4327**

**Reach your EAP Online: [www.myCigna.com](http://www.myCigna.com)**

**Enter Employer ID: UTGME**



## WHAT IS AN EAP?

An EAP is a benefit that is paid for by the company to assist employees and their household members in obtaining help for a wide variety of issues.



These problems may include: issues with family, alcohol, drugs, emotions, stress, legal or financial questions.



# BENEFITS OF THE EAP

- Up to 3 face-to-face sessions, per issue, per member, per year
- Confidential
- Prepaid
- Unlimited telephonic consultation
- Management consultation
- Available 24 hours a day, 7 days a week
- Household benefit
- Work/life support such as eldercare, childcare, and pet care
- Financial services
- Legal services
- Identity theft services



## DID YOU KNOW?

You can use these benefits for yourself too.



# WORK/LIFE SUPPORT



## Child Care

- Daycare centers
- Family daycare homes
- Nannies and au pairs
- Residential camps
- Adoption
- Special needs
- Prenatal classes

## Senior Care

- Nursing homes/  
long term care
- Assisted living
- Home care agencies
- Adult day care
- Senior centers
- Support groups





## Education

- Kindergarten programs
- Public schools
- College programs

## Pet Care Services

- Veterinarians
- Pet insurance
- Pet sitting
- Obedience training

## Identity Theft

- Consultation with a fraud resolution specialist

# WORK/LIFE SUPPORT



## Financial

- 30 minute financial consultation session
- Managing debt/credit
- Budgeting strategies
- Retirement planning
- 25% off tax preparation

## Legal Services

- Family law—divorce, custody, child support
- Housing and real estate
- Landlord/tenant disputes
- Financial/tax issues
- Wills
- Personal injury
- Adoption

*Please note, the EAP cannot answer questions about employment law.*

# EAP ONLINE SERVICES

- Provider directory
- Article library
- Wellness seminars
- Orientation to the EAP
- Self-assessment tools
- Healthy Rewards online
- Promotional communications
- Online access and referral



[www.myCigna.com](http://www.myCigna.com)







## UNDERSTANDING CIGNA BEHAVIORAL HEALTH VIRTUAL COUNSELING.

We make it easy.

Have questions about accessing virtual counseling through Cigna's network of providers\* or your employee assistance program (EAP)?\*\* Start here. Should you have any additional questions, feel free to call the number on your Cigna ID card, anytime.

**Q. What kind of device can I use?**

A. Use your smartphone, tablet or computer with camera for virtual counseling.

**Q. Will the provider need to see me in person first?**

A. You can schedule virtual counseling appointments based on your provider's availability. Depending on your reason for treatment, your provider might require that you have been seen face-to-face first.

**Q. How much will it cost?**

A. Access this care as part of your behavioral health benefits under your employer's health plan - and/or employee assistance program. Your out-of-pocket cost is the same as a behavioral health outpatient office visit. There's no cost to you for EAP services, for the same number of covered EAP sessions.\*\*

**Q. Does this include telephone sessions?**

A. Virtual counseling is video-based and does not require a prior authorization because it's seen as a substitute for face-to-face therapy. However, if phone sessions are needed, a prior authorization is required.

See your EAP materials or plan documents for a complete list of covered behavioral health services.

**To connect with a virtual counselor in Cigna's network:**

Go to [myCigna.com](https://myCigna.com) and go to Find Care & Cost tab. Search for Virtual Counselor under Doctor by Type. If you need assistance finding a provider call **877.622.4327**.

Call to make an appointment with your selected provider, like you would for a face-to-face visit.

Your provider will give you information on how to set up virtual counseling according to the technology they are using.

For EAP, go to [myCigna.com](https://myCigna.com) and use employer ID (for initial registration):  
UTGME



Employee  
Assistance &  
Work/Life  
Support Program  
**24/7**



Employee  
Assistance &  
Work/Life  
Support Program  
**24/7**

### Support for your mind and body.

**EAP National Wellness Seminars:** Take part in monthly seminars year-round on topics that apply to real-life concerns. Watch live or on demand from a computer, smartphone or tablet at: [Cigna.com/EAPWebCasts](http://Cigna.com/EAPWebCasts).

**Behavioral Awareness Series:** Cigna offers free monthly behavioral health awareness seminars on autism, eating disorders, substance use and children's behavioral health issues. For more information, visit: [Cigna.com/individuals-families/health-wellness](http://Cigna.com/individuals-families/health-wellness).

**Suicide Awareness and Prevention:** Find crisis resources and information at [Cigna.com/individuals-families/health-wellness](http://Cigna.com/individuals-families/health-wellness).

### Call anytime for questions or support.

**1.877.622.4327**  
**myCigna.com**  
Employer ID:  
**UTGME**  
(for initial registration)  
**TTY/TDD users**  
call 711

For the employees  
of UT Graduate Medical  
Education Program and their  
household members.



**REAL SUPPORT  
FOR REAL LIFE**

Get to know the Employee Assistance &  
Work/Life Support Program



Employee assistance program (EAP) 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.

Some work/life services offered under the Cigna Employee Assistance Program may be provided by a Cigna-contracted third-party vendor.

All Cigna products and services are provided exclusively by or through operating subsidiaries of Cigna Corporation, including Cigna Health and Life Insurance Company and Cigna Behavioral Health, Inc. The Cigna name, logo, and other Cigna marks are owned by Cigna Intellectual Property, Inc.

Base Catalog 937484 a 02/21 © 2021 Cigna. Some content provided under license.



**Together, all the way.®**

937484 a 02/21 SR # 60093590-133212425

# HERE TO HELP. AND SUPPORT. AND PROBLEM-SOLVE.

With the Cigna Employee Assistance & Work/Life Support Program, you can get support for everyday issues and life challenges. The Employee Assistance & Work/Life Support Program is here to connect you with real people who can help you find real solutions to life's challenges.

These services are all confidential and available at no additional cost to you and anyone living in your household.

Learn more about EAP at [Cigna.com/realsupport](https://www.cigna.com/realsupport).



To access mindfulness exercises and discover stress management techniques, explore our Managing Stress Toolkit at [Cigna.com/ManagingStress](https://www.cigna.com/ManagingStress).



## Emotional Health

Get 1-3 sessions per issue per year with a dedicated, licensed counselor at no cost to you.

Start by calling or using live chat to get a referral. Through face-to-face or virtual sessions, get support on a range of topics, such as:

- › Relationships and parenting
- › Behavioral health and substance use
- › Stress management

Confidential phone consultations are available to you and anyone living in your household at no cost. Work with a licensed EAP clinician for 20-30 minutes per phone session. There are no limits to how often you can call for various concerns; you can expect up to two phone sessions per issue.

## Home Life Referrals

Get assistance with referrals to community resources and services.

- › Child Care: We'll help you find a place, program or person that's right for your family.
- › Pet Care: From veterinarians to dog walkers, we'll help you ensure your pets are well taken care of.
- › Senior Care: Learn about solutions related to caring for an aging loved one.

## Financial and Legal Assistance

- › Financial Services Referral: Free 30-minute financial consultations by phone per topic and 25% off tax preparation.†
- › Identity Theft: Get a free 60-minute expert consultation by phone for prevention or if you are victimized.
- › Legal Consulting: Get a free 30-minute consultation with a network attorney and 25% off select fees.†

## Employee Assistance & Work/Life Support Program 24/7

### CONNECT ANYTIME

Call 1.877.622.4327.  
TTY/TDD users call 711.

Connect through  
**myCigna.com**

Employer ID:  
UTGME  
(for initial registration)



### CONNECT ANYTIME

Call 1.877.622.4327.  
TTY/TDD users call 711.

Connect through  
**myCigna.com**

Employer ID:  
UTGME  
(for initial registration)



†Customers are required to pay the entire discounted charge for any discounted legal and/or financial services. Legal consultations related to employment matters are excluded. Additional restrictions may apply.



## The “I want to take control of my stress before it takes control of me” Program.

Get real support for real life with the Cigna Employee Assistance Program.

With the Cigna Employee Assistance Program (EAP), you can get support for everyday issues. Even the stressful ones. You'll get real solutions for a range of different topics, including:

- › Caregiver concerns
- › Family and relationships
- › Grief and loss
- › Emotional health
- › Stress management
- › Financial or legal issues\*
- › Job and career support needs
- › Community resource needs

Services for all of these concerns - and more - are confidential and available to anyone in your household. Plus, they're all available at no cost to you.

### CONNECT WITH THE CIGNA EAP 24/7/365.

 **877.622.4327**  
TTY/TDD users: 711

 **myCigna.com**  
Employer ID:  
UTGME  
(for initial registration)

If already registered, simply log in to **myCigna.com** to access the Employee Assistance Program under “Coverage.”

Together, all the way.™





## HOW CAN WE HELP YOU TODAY?

The Cigna Employee Assistance Program (EAP) has you covered.

As an employee you have access to the valuable Cigna Employee Assistance Program (EAP) at no cost to you.

EAP personal advocates will work with you and your household family members to help you resolve issues you may be facing, connect you with the right mental health professionals, direct you to a variety of helpful resources in your community and more.

### Take advantage of a wide range of services offered at no cost to you

- › **3** face-to-face counseling sessions with a counselor in your area, as well as video-based sessions.
- › **Legal assistance:** 30-minute consultation with an attorney, face-to-face or by phone.\*
- › **Financial:** 30-minute telephone consultation with a qualified specialist on topics such as debt counseling or planning for retirement.
- › **Parenting:** Resources and referrals for childcare providers, before and after school programs, camps, adoption organizations, child development, prenatal care and more.
- › **Eldercare:** Resources and referrals for home health agencies, assisted living facilities, social and recreational programs and long-distance caregiving.
- › **Pet care:** Resources and referrals for pet sitting, obedience training, veterinarians and pet stores.
- › **Identity theft:** 60-minute consultation with a fraud resolution specialist.



**We're here to listen. Contact us any day, anytime.**

Call 877-622-4327  
Or log in to [myCigna.com](https://myCigna.com).  
Employer ID: UTGME  
(Needed for initial registration only)  
If already registered on [myCigna.com](https://myCigna.com), simply log in and go to the EAP link under the Review My Coverage tab.

**Together, all the way.®**



\*Employment-related legal issues are not covered.

Some work/life services offered under the Cigna Employee Assistance Program may be provided by a Cigna contracted third-party vendor.

All Cigna products and services are provided exclusively by or through operating subsidiaries of Cigna Corporation, including Cigna Behavioral Health, Inc. The Cigna name, logo, and other Cigna marks are owned by Cigna Intellectual Property, Inc. All pictures are used for illustrative purposes only.

838614 e 04/18 © 2018 Cigna. Some content provided under license.