



Licensed Clinicians Available through EAP

Get access to dedicated clinicians on the phone, through live chat, and face-to-face

As part of Cigna's Employee Assistance Program (EAP), if you purchase a plan through an employer*, you get access to licensed clinicians to help you with emotional, behavioral, and other issues you may be experiencing such as help with finding pet care, elder care and caregiver support. What's more, EAP services are available to anyone in your household as well.

EAP clinicians are available in three ways:

- You can meet with a contracted licensed counselor in person
- You can talk with an EAP telephone consultant through Cigna
- You can chat with an EAP telephone consultant through live chat

To learn more about the EAP services available to you, please log in to the [myCigna® website](#).

*If you purchase a plan through the marketplace, you may not be offered Cigna's Employee Assistance Program.

About Cigna's EAP Services

The following list shows a range of services that an EAP consultant can connect you with.

Elder Care

- Companion services
- Home health care
- Safety monitoring

Financial

- Spending habits
- Budgeting strategies
- Debt consolidation
- Managing credit
- Retirement planning

Physical Health

- Nutrition
- Exercise

EAP Benefit Forms

[Authorization for disclosure of protected health information \(PHI\) \[PDF\]](#) [↗](#)

[Request for confidential communications \[PDF\]](#) [↗](#)

[Make changes to your protected health information \(PHI\) \[PDF\]](#) [↗](#)

[Request to forward a denial of protected health information \(PHI\) change \[PDF\]](#) [↗](#)

Emotional Health

- Stress
- Depression
- Grief

Job/Career

- Job skills
- Career growth
- Interviewing and networking

Relationship

- Marital
- Domestic Violence

Family Life

- Parenting
- Development
- Childcare

Legal

- Domestic/Family Law
- Civil Law
- Real Estate Law

Substance Use

- Alcohol
- Drugs
- See a list of [Cigna's designated substance use disorder programs \[PDF\]](#)

How do I meet with an EAP clinician in person?

EAP is different from behavioral health benefits. To visit an EAP counselor you need prior authorization, which you can get in two ways.

Are you:

- Seeking an outpatient assessment or referral for EAP services?
- Not in treatment for substance use?

If you answered yes, request authorization through [myCigna](#).

Are you:

- In treatment for mental health or substance use issues?
- Seeking inpatient treatment?
- Considering inpatient, day treatment, or residential treatment?

If you answered yes, please contact Cigna at the number on your Cigna ID card.

How do I talk with a Cigna EAP consultant on the phone?

An EAP telephone consultation is a phone-based service designed to:

- Help you clarify concerns
- Help you with problem solving
- Connect you to appropriate resources

EAP telephone consults last 20 to 30 minutes, and are available Monday-Friday between the hours of 8 a.m. and 6 p.m. Eastern time.

If you need help after hours, or on the weekend or on a holiday, call your EAP 800 number directly. EAP telephone consultations are not intended to provide crisis counseling. If you're in crisis, please call 911 immediately.

When you're ready to request a call, please submit a request through myCigna.

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Behavioral Health Resources



[FAQ: Behavioral Health Providers](#)



[Treatment for Substance Use Disorder](#)



[Mental Health Care](#)

This material is provided by Cigna for informational/educational purposes only. It is not medical/clinical advice. Only a health care provider can make a diagnosis or recommend a treatment plan. For more information about your behavioral health benefits, you can call the member services or behavioral health telephone number listed on your health care ID card.

I want to...

[Get an ID card](#) 

[File a claim](#) 

[View My Claims and EOBs](#) 

[Check Coverage Under My Plan](#) 

[See Prescription Drug List](#)

[Sign Up for Cigna Home Delivery Pharmacy](#)

[Eligible HSA, FSA, HRA Expenses](#)

[Find an In-Network Doctor, Dentist, or Facility](#)

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Other Cigna Websites

[myCigna Member Portal](#)

[Health Care Provider Portal](#) 

[CignaAccess](#)

[Client Resource Portal](#) 

[Cigna Broker Portal](#) 

[Cigna for IFP Brokers](#) 

[Medicare](#) 

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