



VIRTUAL COUNSELING SUPPORT CIGNA LIFE ASSISTANCE PROGRAM

Where and when you need it.

Get personal and confidential video-based counseling sessions under the Life Assistance ProgramSM (LAP).

Dealing with personal problems or substance use issues can be a challenge. But with Cigna, you don't have to go it alone. And you don't have to go far for the care you need.

Virtual sessions with a Cigna Behavioral Health network provider. Get help when, where and how it works best for you. Get quality care with video-based services,* in a way that may be more convenient than visiting an office.

Q. What kind of device can I use?

A. Use your smartphone, tablet or computer for online video conferencing.

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

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

Q. How much will it cost?

A. There's no cost to you for LAP services.**



The benefits of receiving care through video-based services.

- Convenience
- Choice
- Privacy
- May reduce or eliminate costs for things like childcare or travel associated with face-to-face visits



Connect with care today.

For assistance,
call **800.538.3543**.

Together, all the way.[®]



Make an appointment. It's as easy as 1, 2, 3:



1. Call the Life Assistance Program at 800.538.3543 to find a network provider who offers virtual counseling sessions.



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



3. The provider will give you information on how to set up the video-based session according to the technology they are using.

Get the help you need to stay happier and healthier. Use your confidential counseling sessions face-to-face, from home, at work or on the go.

Get more information today!

Call **800.538.3543** anyday, anytime.



* Video chat may not be available with all network providers or in all areas. Providers are independent practitioners solely responsible for the treatment provided to their patients; providers are not agents of Cigna.

** Programs may vary, so review your program materials for details on the number of visits allowed under your employer's specific life assistance program. Full program terms, conditions and exclusions are contained in the applicable client program description, and are subject to change. Program availability may vary by plan type and location, and are not available where prohibited by law. This program is not available under policies insured by Cigna Life Insurance Company of New York (New York, NY).

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