

Behavioral health program resources

June 2023

For provider groups that participate in a
Cigna Collaborative Care program

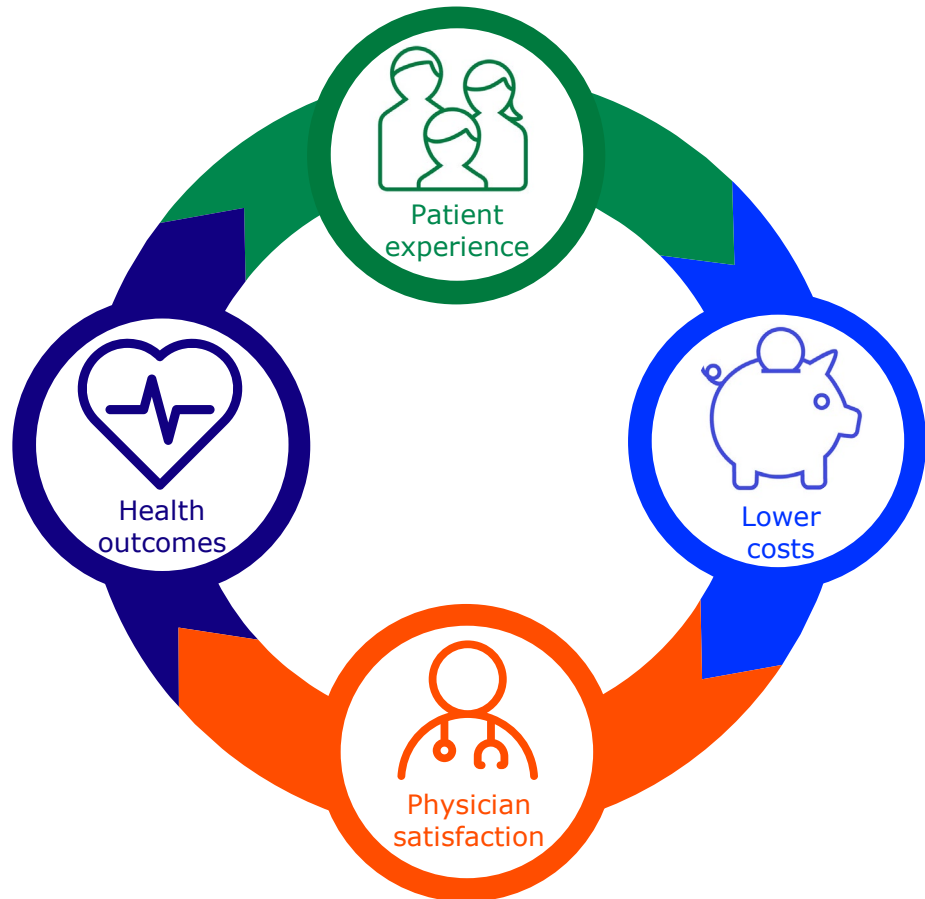


June 13, 2023

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Why address behavioral health in the primary care setting?

The quadruple aim:



- ▶ Medical costs are two to three times higher for people with chronic medical conditions comorbid with mental health or substance use conditions than for those with medical conditions alone.
- ▶ Nearly one in five adults have a mental illness and less than half receive treatment.
- ▶ Impact from the pandemic includes an increase in people reporting psychological distress and symptoms of depression, anxiety or post-traumatic stress.*
- ▶ The national depression screening rate remains low.

Behavioral health integration capabilities

Dedicated access provider telephone line: 855.873.6189
Referrals can also be sent to Navigator.Request@Cigna.com or via iCollaborate®.



Clinical services

- Access specially trained teams of Evernorth Behavioral Health staff.
- Review patient care with licensed clinical staff.
- Resources to assist with social determinants of health.
- To supplement care, patients are referred to programs for autism, eating disorders, mental health, and substance use, including opioid and pain management.



Local behavioral health provider support

- Identify local participating behavioral health providers with clinical expertise and with whom you can establish a relationship to:
 - Refer patients to telehealth behavioral services and digital providers, where available.
 - Assess designated substance use disorder treatment providers, including medication-assisted treatment.



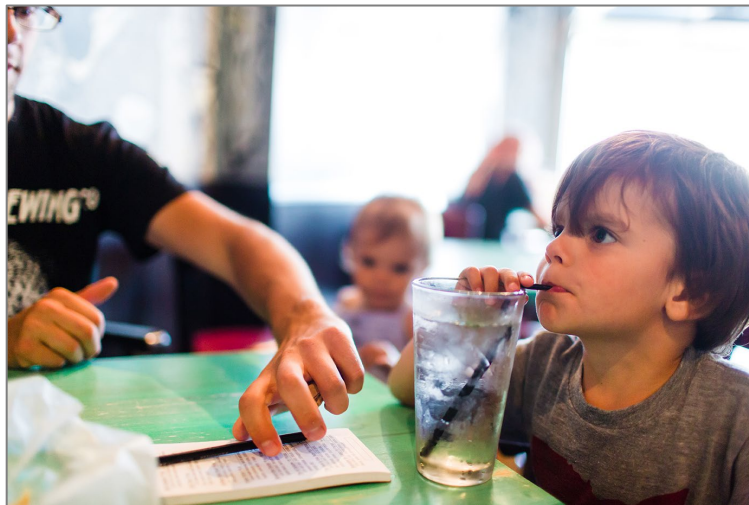
Claim and coverage policy validation

- Receive up-to-date patient coverage information for behavioral health services, including employee assistance program (EAP).

Autism coaching and support

The program:

- Works with customers, their families, and providers
- Offers autism education and resources
- Coordinates care and co-manages cases, when clinically appropriate



Educational awareness series

- Free telephonic seminars with expert advice to help handle day-to-day challenges for parents and family members
- Discussions on physical, mental, and emotional growth of individuals who may display symptoms
- Open to anyone, including parents, caregivers, and loved ones
- Useful tips and tools
- Full year of series available for review

Eating disorder coaching and support

The program:

- Provides evidence-based education, resources and care coordination.
- Every customer and/or family is assigned a case manager from the start of their journey, including a designated case manager for utilization management and/or case management based on their needs.
- Case manager partners with the customer and family to support them throughout the treatment process.
- The team is prevention- and recovery-focused, offering customers reengagement with their assigned case managers at any time.

Educational awareness series

- Free monthly webinar that is designed for customers, their families, and anyone interested in learning about topics related to eating disorders.
- There are dozens of topics to choose from for tips, tools, and advice regarding eating disorders and recovery.
- Each 1-hour seminar is led by an expert and can be listened to from the comfort and privacy of an individual's home.

Intensive behavioral case management

The program:

- Provides evidence-based education, resources, and care coordination for the adult population with a variety of mental health concerns.
- Aids individuals in achieving, maintaining, and improving their baseline or highest-optimal functioning, and empowers them to effectively advocate for their medical and mental health needs.
- Motivates individuals toward self-efficacy to effectively manage their medical and/or mental health condition(s) and identify opportunities for behavioral changes that will enhance quality of life.

Educational information

- Focuses on decreasing both internal and external barriers that may be preventing them from initiating or engaging in behavioral treatment.
- Educates individuals and helps them locate community resources, including support groups, social determinants of health needs, etc.
- Provides educational resources and workbooks to help individuals develop coping skills for stress, anxiety, grief, etc.

Substance use disorders

The program:

- Assists with accessing treatment and clinically appropriate settings for customers who have substance-related and addictive disorders.
- Assists in taking the first steps and making the behavioral changes necessary to initiate and engage in behavioral treatment for substance use disorders.

Educational awareness series

- We offer free telephonic seminars on coping with the effects of drugs or alcohol on the patient or loved ones.
- A substance use disorder expert will lead each seminar and provide helpful information.
- Registration is not required.
- Anyone who wants to learn about drug and alcohol use can attend.

Opioid and pain management

The program

- Provides education and resources related to opioid emergencies, signs and symptoms, and how to use and secure reversal agents.
- Family or caregiver support.
- Provides care coordination to improve the customer's day-to-day functioning and quality of life through increased pain relief with reduced reliance on pain medication.
- Explores alternative pain management methods.

Educational information

- Empowers customers by introducing them to pain management tools that will improve physical/emotional functioning.
- Increased pain relief with reduced reliance on pain medications.
- Promotes the safe use of opioids, when needed, through collaboration with providers.
- Refer to medication-assisted treatment when appropriate.

24/7 customer behavioral crisis support

Crisis support is available 24/7/365 to customers, caregivers, and veterans.



A team of licensed clinicians and behavioral health specialists assists those who are in distress, or who are at serious risk of harming themselves or others.



Perform a brief triage/assessment with the caller, addressing presenting problem, including risk of harm, social supports/stressors, medical issues, and more.



Assist the caller to de-escalate, educate about options, and develop a plan.



After the call, the crisis staff makes follow-up calls, coordinates urgent services or referrals to various lifestyle management or specialty coaching teams, depending on the needs of the customer.

Additional services include welfare and urgent callbacks, coordinate urgent appointment searches, and bed searches and transfers.

Crisis Support Line: **800.274.7603, press 1**

Veteran Support Line: **855.244.6211**

Employee assistance program (EAP)

Your patients can access:

Emotional health and family support

Behavioral health therapy to manage stress, address depression and anxiety, cope with illness, and adjust to life challenges. Also, get help with marriage and relationship issues. Work with same participating provider beyond EAP sessions.

Home life referrals

Request referrals for child care, eldercare, adoption, pet care, home repairs, and more. Address parenting questions.

Job and career support

Discuss career growth, and get tips for managing workplace stress and change, and other issues.

Financial and legal assistance

Calls with financial consultants on debt, budget, identity theft, retirement, etc. Get a no-cost 30-minute session per legal issue with a network attorney.

Cigna Healthcare's EAP provides access to work/life resources, and licensed clinicians to help you cope with a wide variety of concerns. It's confidential and there is no cost to the customer or household.

Customers can log in to myCigna.com for free sessions or call **800.274.7603**.



Behavioral digital/virtual telehealth services

Your patients can:



Access personal and confidential video-based mental health or substance use services instead of visiting the office.



Participate in online video conferencing using a smartphone, tablet, or computer.



See a licensed provider who participates in the Evernorth Behavioral Health network.



Schedule appointments based on when, where, and how it works best for them.



Pay the same cost as for an in-office visit.



Obtain the services as part of their Evernorth Behavioral Health plan or EAP benefits.

Services can be used for diagnosis and treatment of behavioral health issues such as anxiety, depression, family and relationship issues, grief, stress, and substance use.

Educational awareness series and flyers for patients



Educational awareness series

- [The Truth About Eating Disorders](#)
- [All About Autism](#)
- [Behavioral Awareness for Children and Families](#)
- [Coping With Substance Use Disorder](#)



Patient flyers

- Behavioral health network
- Behavioral health virtual counseling
- Employee assistance program
- Behavioral health Centers of Excellence programs
- Coaching and support programs and education series
- Loneliness
- Veteran support line and mindfulness program
- [National resources for patients](#)

Email ECCFeedback@Cigna.com with questions and for additional resources.

Cigna Collaborative Care Resource Library home page

Behavioral health resources, training material and patient flyers are available.
Bookmark this page: <https://go.Cigna.com/Collaborative-Care-Resource-Library>



Cigna Collaborative Care Resource Library

ECC Resources and training materials.

Welcome!
The interventions or actions of the Embedded Care Coordinator (ECC) and Designated Clinical Contact (DCC) are the most important aspects of the Cigna Collaborative Care (CCC) program. As an ECC, or DCC YOU play an important part to improve the quality, cost, and health care experience for your patients. This library page is a tool to locate Cigna resources, training information, and presentations in one centralized location.

Resource Guides, Appendix and Training

- ▶ ECC Resource Guide and Appendix for CAC and CAC Enhanced Focus
- ▶ Clinical Resource Guide and Appendix for CAC Focus
- ▶ Embedded Care Coordinator Trainings
- ▶ Quarterly Report Training

Virtual Office Hour Calls

- ▶ Virtual Office Hour Materials



Behavioral Health Resources and Trainings

- ▶ Evernorth Behavioral Health Program
- ▶ Depression Screening and Risk / Suicide Prevention Awareness
- ▶ Screening for Anxiety / Substance Use Screening

Patient Handouts

- ▶ Download Flyers

Best Practice Guides

- ▶ Download Fact Sheets

Additional Resources

- ▶ Cultural Competency, Social Determinants of Health and Health Disparities
- ▶ Motivational Interviewing/Patient Engagement

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Email ECCFeedback@Cigna.com with questions and for additional resources.



Chronic condition management support

Your patients may be eligible for chronic condition management, including depression, anxiety, and bipolar disorder.



Your patients work one-on-one with a coach to set a customized health engagement plan.



They can access resources such as workbooks, symptom action plans, and a relaxation CD.



The multidisciplinary team includes nurses, behavioral care managers, health educators, a medical director, pharmacist, and a psychiatrist.



Various assessments are available to your patients, including depression screenings.

You can make referral requests through Cigna iCollaborate, or email referral and eligibility questions to Navigator.Request@Cigna.com

Pharmacy program benefits

inMynd

- A comprehensive, holistic solution that helps customers and their providers better recognize and find resources to treat behavioral health conditions.
- Part of Cigna Healthcare's medical, pharmacy, and behavioral benefits at **no additional cost**.
- We use their pharmacy benefit to connect your patients with condition coaching and behavioral health benefit support.
- We send prescribers a six-month patient prescription history, gaps in care alerts, and available Cigna Healthcare resources such as a peer-to-peer consultation with an Evernorth Behavioral Health psychiatrist.

Medication Safety Program

- We perform predictive analytics to monitor and identify overuse and misuse and potential unmet safety needs for your patients.
- We send prescribers letters that contain a patient's profile and medication history, and available Cigna Healthcare resources.

Opioid prescriber profiles and patient detail report

We develop opioid prescriber profile reports for groups that participate in a Cigna Collaborative Accountable Care (CAC) program.



Purpose

- Review provider prescribing patterns and identify outlying prescriber behavior.
- Offer insight into potential improvement opportunities.
- Contribute to patient safety, including identification of patients who received opioids from multiple providers.

How to access

- Opioid prescriber profiles are available quarterly through the Cigna Collaborative Care® (CCC) Performance Portal.
- The opioid patient detail report is available quarterly through eCommerce.
- For assistance accessing this information, contact your Clinical Enablement Manager or Nurse Executive.

Substance use provider resources

Substance use disorders web page

Information for your patients about substance use, including online resources.



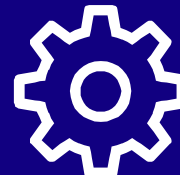
Resources: CignaforHCP.com

Resources, articles, and tools to help you manage opioid use, including preventing overdose, treating pain safely, and accessing care.



Pain hub

Cigna Healthcare's 1-in-5 campaign to provide educational material and resources about pain, treatment, and safe medication management.



Views of effective approaches to treatment

Survey findings on opioid addiction, and treatment views of practitioners and members of the general public.



Depression provider resources

Depression mental health web page

Information for your patients about depression, including online resources.

How to deal with loneliness: Cigna.com

**Dedicated access provider line
855.873.6189
24/7**

By calling this line, providers and staff will be able to access resources for therapy or psychiatry services, consult with our clinical staff, and make referrals to eligible programs.

Evernorth resources for customers

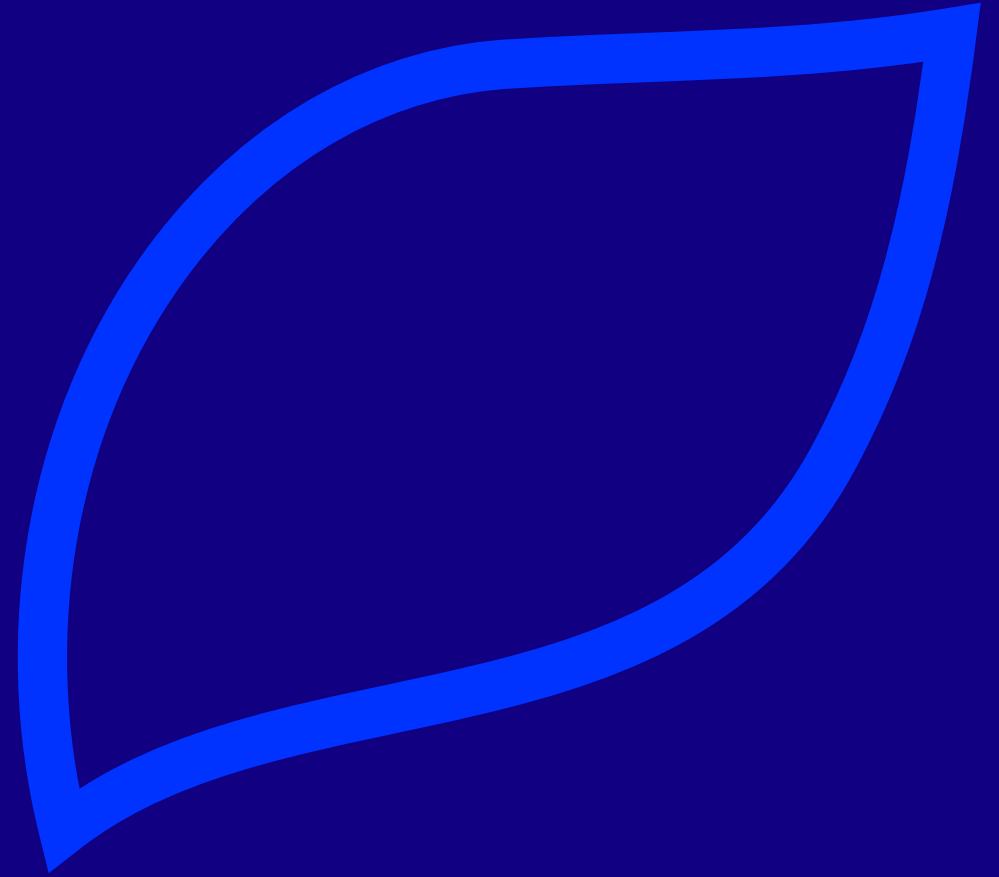
Behavioral health web page providing patient depression material and resources for education, treatment, and medication management.

Provider/ECC resource library

Depression flyer and provider screening deck can be located via the Cigna Collaborative Care resource library page.



Questions?



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