



Cigna EAP

About the Change

Q: Most of my employees already have a myCigna.com login; how will they be impacted?

A: For customers that already have a **myCigna.com** account, their behavioral and if applicable, EAP experiences will automatically be included when they log in on 4/1/18.

Q: What does the registration process look like for our employees and household members that only have EAP (non-Cigna Medical)?

A: The customer will need to register for **myCigna.com** by using their full name, date of birth, address, employer ID, and relationship to the primary customer. The customer will create a username and password for future access.

Q: Will my employees still be able to request EAP services online?

A: Yes, **myCigna.com** will still have the ability for customers to create an EAP authorization, request a telephone consult, obtain a provider list, live chat with an EAP advocate, and self-service for nonclinical support for work/life resources.

Q: What happens to a customer who goes to CignaBehavioral.com after 4/1/18?

A: There will be a redirect splash page providing links, and alerting customers that the behavioral and EAP experience has moved. Links will include: Pass through to **myCigna.com**, **Cigna.com**, International EAP, Provider Directory, Benefits Managers Page, and the Disaster Resource Center. The website will fully sunset at the end of 2018.