



# Help with mental health and life's everyday challenges

## Accessing Employee Assistance Program

Your Concordia Health Plan includes access to Cigna's Employee Assistance Program (EAP) – so you can get support for everyday issues, even the stressful ones. You can access EAP services three ways: via phone, in person or virtually using the telehealth feature. 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 these concerns – and more – are confidential and available to anyone in your household.

If your dental coverage is through Cigna, once you log in you will first see dental information on your home page. To get to EAP, hover over "Coverage" in the top navigation and select "Employee Assistance Program (EAP)." (Then skip to step 8 "Getting an EAP Authorization").

If you do not already have a Cigna account for CHP dental coverage, you will need to go to [MyCigna.com](https://www.mycigna.com) and set up your account.

1. Go to [MyCigna.com](https://www.mycigna.com).
2. If it's the first time logging in, click "Register," otherwise enter your user ID and password.
3. If you're a new registrant: Enter your first and last name, date of birth and home zip code on the following pages.
4. When asked how you want to register your identity, select "I want to register for the Employee Assistance Program ONLY."
5. Enter LCMS as the Employer ID on the following page.
6. Set-up two security questions.
7. Create a username and password, as well as identify your preferred email address.
8. **Getting an EAP Authorization:** Once signed in, click Coverage > Employee Assistance. Scroll to "Emotional Health and Family Support" and then click "Visit an EAP counselor > Get a Code."
9. **Finding an EAP network Counselor:** After you have your authorization code, click Coverage > Employee Assistance. Scroll to "Emotional Health and Family Support" and then click "Visit an EAP counselor > Find an in-network counselor."

You may also call Cigna for assistance in locating a virtual telehealth or other mental health professional at 866-726-5267.

### Expanded Christian counseling network now available.

Click [here](#) or scan the QR code to access an expanded network of Christian counselors within the Christian and/or faith-based counselor EAP network.

Once you log in, view the list of Christian and/or faith-based counselors available.

1. Click on "Get an EAP Code" to get a code that you'll need when you schedule a counseling appointment.
2. Select a counselor and schedule your first appointment.



## Some clarifying Q&A's from Cigna regarding the telehealth EAP services:

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

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

**Q: Do I need to get an authorization code to see a provider?**

A: Yes, you must get the authorization code from Cigna EAP prior to seeing a provider for EAP services. Once you are signed into your Cigna account, click Coverage > Employee Assistance. Scroll to "Emotional Health and Family support" and then click "Visit an EAP counselor > Get a code." Or you can also call Cigna at 866-726-5267 for assistance with obtaining the necessary code. **Want to work with a Christian and/or faith-based counselor?** Click [here](#) or **scan the QR code** to get an authorization code.



**Q: Will I have to pay for the EAP visits?**

A: No, your first six sessions for each issue are free. If you want or need to continue your counseling after the six free sessions, the benefit will transfer to your health plan and you will be responsible for the applicable deductible, co-pay or co-insurance for each additional visit.

**Q: Is my EAP provider in the same network as my medical coverage if I need more than the six free visits?**

A: Maybe. You'll want to check with your medical option's (e.g., Blue Cross Blue Shield, UMR) provider network when you identify the Cigna EAP provider to see if they're in the network. This will ensure a consistent provider experience if you need to continue beyond the six free EAP sessions. If the Cigna EAP provider is not in your medical option network, the services after the first six free visits will cost you more as they will be considered out-of-network benefits.

**Q: What if I have trouble registering on MyCigna.com? Is there a help desk or contact number?**

A: Yes, customers can contact Cigna's help desk via website or connect via chat. The "support center" link on [myCigna.com](#) will provide access to the helpdesk phone number (800-853-2713) or a customer can use the chat option.

**Q: Can I access a counselor who shares my Lutheran faith?**

A: More than 100 Lutheran counselors have been added to an already existing Lutheran counseling base through the EAP. These counselors have pre-selected both "Christian" and "faith-based" specialties in the EAP counselor search functionality. You can access a pre-filtered search [here](#). While many of the Christian counselors have been selected because they share your Lutheran faith, you may want to ask about a counselor's faith specialty once you contact them. There are some qualified counselors whose Christian faith are not specifically Lutheran.

**Q: If a specific counselor is not working out for me, is it possible to work with another one without it affecting my six free sessions, per program year?**

A: Yes. You just need to call in to Cigna and request a new code so that your session count starts over with the new counselor.