



# Evernorth Health Services

## Frequently Asked Questions

### Who is Evernorth?

Evernorth is the health services organization for Cigna. The Concordia Health Plan is partnering with Evernorth to provide the Confide Behavioral Health Navigator, your new enhanced Employee Assistance Program (EAP).

### What is Confide Behavioral Health Navigator?

Confide Behavioral Health Navigator<sup>SM</sup> ("Confide" for short) is the first step towards making it easier to get the mental health care you need. Confide is a new enhanced EAP that offers personalized concierge level navigation for each member's needs. Get live help in real time.

Confide is available 24/7/365 to make sure you get the support you need. Whether it's finding a therapist, connecting with a financial planner, or locating a daycare that works for your family's schedule, you will get personalized support every step of the way.

### What are the Confide services available to me?

24/7/365 access through phone or chat	Digital mental health assessment with a recommendation tool, and self-guided digital tools through the app
Immediate connection with a designated Care Navigator with 100% follow up	After your initial consult, we'll check in to see if your needs are being met or provide additional assistance if needed.
8 free face-to-face or virtual counseling sessions	Care Navigators available at 866-726-5267 to help you find an EAP provider that is also covered by your medical benefits.  Referrals for work/life stressors, such as, elder care, legal needs, childcare, adoption, workplace and financial related stress, and many more.
Unlimited, real time 45-60 minute telephonic mental health support	Crisis support
Schedule appointments online	Schedule a therapy appointment at your convenience
Therapist match assessment tool	Find a therapist that meets your unique needs. Available online or by phone
Daily mood check-in	Log how you feel daily and over time

## How can my Confide Care Navigator help me?

- Immediate connection with an expert who is attentive to your concerns.
- Recommend options for care based on your needs and help identify the best matched provider or tools according to your criteria.
- Find a therapist who has an open appointment.
- 100% Follow up to ensure your needs are met and that you are satisfied with your therapist and care plan.
- Quickly respond to your needs in a crisis.
- Provide in-the-moment support with an on-staff mental health clinician, and more.

## Who is eligible for Confide services?

Confide is available to all members in the Concordia Health Plan, their dependents, and their household members who may be faced with life stressors and needing mental health support. We are here for you 24 hours a day, 7 days a week by phone or by starting an online assessment.

## How do I connect with services?

- Learn more at [ConcordiaPlans.org/MentalHealth](https://ConcordiaPlans.org/MentalHealth). To get started, visit [app.evernorth.com](https://app.evernorth.com) on the web.
- Or you can download the app, go straight to your app store and search “Evernorth App”. Scan the QR code below.



- > First time visitors and those that previously registered on [well.evernorth.com](https://well.evernorth.com) will be guided through the registration process by selecting ‘Register’ in the top right corner.
- > For initial registration, you will need your employer ID:  
Concordia Health Plan members: **CONCORDIA**  
Pastoral Support Network: **PASTOR**
- > Please follow this [registration guide](#) for assistance.
  - > The registration process requires a verification code, which will be sent to the email address you provide. The code will come from [noreply@universal.login.evernorth.com](mailto:noreply@universal.login.evernorth.com). You have five minutes to enter the code, so check your spam folder if you do not receive it.
  - > Once registered, you can chat with a Care Navigator.
- Call Evernorth Confide: 866.726.5267 to speak with a Care Navigator or to learn more about your benefits.

## **How do I find Pastoral Support?**

Evernorth offers a dedicated Pastoral Support Network of emotional health experts to support pastors and their families. Call 888-712-1805 or register online at [app.evernorth.com](http://app.evernorth.com) using the employer ID: **PASTOR**

## **For members who previously registered for Evernorth Confide:**

### **Is this a new product?**

No, this is an update and enhancement to the digital online and mobile app experience.

### **Do I receive additional EAP sessions?**

No, this is simply an update and enhancement to the digital online and mobile app experience.

### **Why do I have to re-register?**

In order to provide an improved experience, Evernorth Confide created a new platform, which requires a new website and app. This was necessary to provide the enhanced features and capabilities for the Evernorth Confide experience.

### **Do I have to re-register?**

If you want a digital online or mobile app experience, you are required to re-register. However, the Evernorth Confide team is available 24/7 if you prefer to call in.

### **What are some of the enhanced features?**

A few benefits include being able to easily self-service access your EAP Code in 4 different locations (No more writing down the EAP Code!), updated scheduling functionality via the app, chat updates, and much more!