

Your mental and physical health are connected. Evernorth connects you with care for both.

If you or a loved one has been diagnosed with a behavioral health condition, it's hard to know where to turn. We're here to help.



Studies show that behavioral challenges, like anxiety and depression, can contribute to heart disease and other physical problems.¹ And certain physical conditions can get worse when stress, substance use and other behavioral health issues are involved. Evernorth makes sure you have the help and support you need, when you need it most. We're here to help you take control of your health. Mental and physical.

OUR WHOLE-PERSON APPROACH

Evernorth delivers a personalized experience that supports you along your health care journey with:

Virtual behavioral care^{2,3} – Discover a variety of virtual behavioral health services through our partnerships with some of the top providers and companies in the field, including:

- + **Our Behavioral Health Network** – Find licensed psychiatrists and counselors and start virtual appointments by visiting [well.evernorth.com](https://www.well.evernorth.com).
- + **Talkspace**⁵ – Participate in online therapy via private messaging or live video sessions.
- + **Ginger**⁵ – Receive behavioral health coaching via text-based chats, self-guided activities and, if needed, video-based therapy and psychiatry sessions.

Behavioral Specialty Coaching & Support Services – Our coaches provide dedicated support for a broad range of conditions including:

- + Autism spectrum disorder
- + Eating disorders
- + Intensive behavioral case management
- + Opioid and pain management
- + Substance use

We also provide coaching and support for parents and families, helping you take care of your loved ones or your own mental health. Our team can help you:

- + Understand a diagnosis.
- + Learn about treatment options and out-of-pocket costs.
- + Identify and manage factors that affect your condition.
- + Find in-network health care professionals and facilities that meet your needs.



Support that makes a difference

100% of people were very pleased with the service from their case manager.⁴

EVERNORTH.

- + Access resources and programs near you.
- + Find tools and information to help advocate for yourself and family members.
- + Discover resources and tools on [well.evernorth.com](https://www.well.evernorth.com).

Our Coaching and Support services include a digital interface through Vela.⁵ Your coach will show you how to use the convenient mobile app that features secure two-way messaging, the ability to share resources and appointment tracking on a shared calendar.

SUPPORT EVERY STEP OF THE WAY.

Call us any time, any day. We're here 24/7/365 to help you manage your health and even schedule appointments.

Find helpful online tools on [well.evernorth.com](https://www.well.evernorth.com):

- + Locate in-network behavioral health and substance use providers, including **virtual and Fast Access**⁷ providers
- + Complete real-time assessments to find recommended resources
- + Access information about your benefits, in-network providers and treatment options
- + Read health and well-being articles
- + Browse a library of self-assessment, stress management and mindfulness podcasts
- + Discover additional resources



Our network includes access to our Centers of Excellence (COE) facilities.⁶ COE facilities have earned a top ranking for quality and cost-effective care and offer nationwide locations for adult mental health, child and adolescent mental health, eating disorders and substance use treatment.

Discover your behavioral health benefits.

Visit [well.evernorth.com](https://www.well.evernorth.com) or call **888.736.7009**, or the number on your ID card.

1. American Psychological Association, Mind/Body Health: Heart Disease, 2018.
2. Refer to your plan documents for costs and details of coverage.
3. Evernorth provides access to virtual care through national telehealth providers as part of your plan. This service is separate from your health plan's network and may not be available in all areas or under all plans. Referrals are not required. Video may not be available in all areas or with all providers. Refer to plan documents for complete description of virtual care services and costs.
4. Customer Satisfaction Survey, 2020.
5. Program services are provided by independent companies/entities and not by Evernorth. Programs and services are subject to all applicable program terms and conditions. Program availability is subject to change.
6. The Center of Excellence designation is a partial assessment of quality and cost-efficiency and should not be the only basis for decision-making (as such measures have a risk of error). Individuals are encouraged to consider all relevant factors and talk with their physician about selecting a health care facility. Quality designations and ratings found in Evernorth's online provider directories are not a guarantee of the quality of care that will be provided to individual patients. Providers are solely responsible for any treatment provided and are not agents of Evernorth.
7. Fast Access providers offer our customers first-time appointments faster, including:
 - + Therapy appointments (counselor, social worker or psychologist) within five business days
 - + Prescriber appointments (psychiatrist or psychiatric nurse practitioner) within 15 business days

Evernorth health services are built on the recognition that health makes progress possible. We deliver flexible and focused solutions for every business, for every person, for all. All Evernorth-branded products and services are provided exclusively by or through affiliates of the Evernorth companies, including Evernorth Care Solutions, Inc., Evernorth Behavioral Health, Inc., Evernorth Behavioral Health of Texas, Inc. and Evernorth Behavioral Health of California, Inc.
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