

# Welcome to your behavioral health benefits program.

**The mind is a powerful thing**—so is the peace of mind in knowing you have support when you need it. That’s what we’re all about. If you or a loved one has been diagnosed with a behavioral health condition, we’re here for you.

Knowing where to turn when you have a behavioral health need can be overwhelming—we’re here to make it approachable and meaningful.



**Helpful information is available within this toolkit.**

If you have any questions, please call a customer advocate at **888.736.7009** or visit [well.evernorth.com](https://www.well.evernorth.com).

**If you have a hearing or speech impairment** and use Telecommunications Relay Services (TRS) or a Text Telephone (TTY), dial 711 to connect with a TRS operator.

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Memorial Health Systems SR

# The mind is a powerful thing

So is the peace of mind in knowing you have support when you need it.



## If you or a loved one has been diagnosed with a behavioral health condition, we're here for you.

**Our professional behavioral health coaches can work together with you and your family to:**

- + Better understand a behavioral diagnosis.
- + Identify and manage triggers that can affect a condition.
- + Look for signs of depression, alcohol misuse and substance misuse.
- + Map out a personalized plan to set and achieve health goals.
- + Learn about treatments and medications.
- + Maximize health plan benefits.
- + Find a health care provider or facility.
- + Find nearby community resources and programs.
- + Get referrals to other available wellness and lifestyle programs.
- + Coordinate services with providers, therapists or other treatment professionals.

## Coaching and support programs

**Substance and alcohol use**—Education and resources that support recovery from alcohol or substance misuse to addiction.

**Eating disorders**—For individuals and families who could benefit from support and guidance related to eating disorders.

**Opioid and pain management**—Whole health strategies, education and resources to promote safe pain management and the safe use of medications, when needed.

**Autism**—Assistance and guidance with a new or existing autism diagnosis for individuals, families and caretakers.

**Parents and families**—Support resources for adults with behavioral health needs or caretakers of children 17 and younger who are in a higher level of care.

**Intensive behavioral case management**—Added support for adults living with behavioral health issues and for individuals with a medical problem who may benefit from behavioral care.

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REGISTER

# How to sign up



If you have a mental health emergency, skip the registration process and call or text 988.

## Visit [well.evernorth.com](https://well.evernorth.com)

Once you've registered and logged in, you'll be able to:

- + Find an in-network provider
- + View your plan coverage
- + Access your claims
- + Find behavioral health resources

[COMPLETE YOUR REGISTRATION](#)

## Questions?

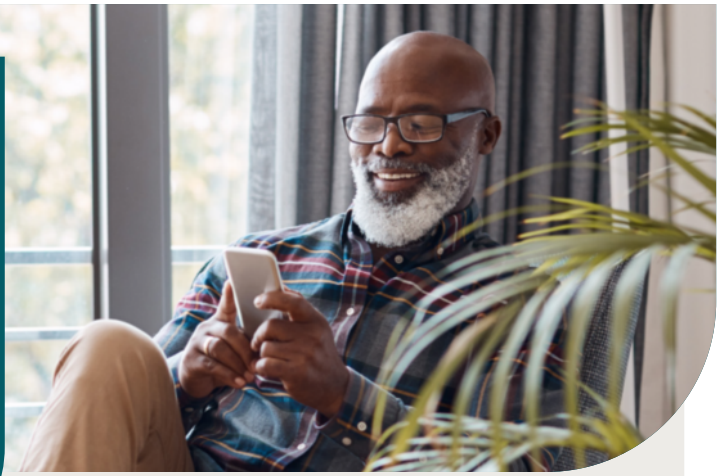
If you have any questions or issues with registering, please contact Evernorth at (888) 736-7009 for assistance.

- 01 Click **Register** in the upper right-hand corner
- 02 Enter your **first and last name**
- 03 Enter your **date of birth**
- 04 Enter your **zip code**
- 05 Choose if you're the **subscriber**, a **dependent**, or if you're signing up for the **Employee Assistance Program** only
- 06 Provide your **social security number, member ID or employee ID**, to proceed
- 07 Choose a **user name and password**
- 08 **Log in** with your new username and password
- 09 **Save username and password** in a safe place so you can get in next time



EVERNORTH BEHAVIORAL HEALTH

# How to use well.evernorth.com



At Evernorth, we are working to provide **simple, guided behavioral health experiences**, so you can find the right resources you need, at the right time, no matter where you are.

Follow this simple step-by-step guide to find in-network providers, view a claim, understand your plan coverage and discover other resources available to you at [well.evernorth.com](https://well.evernorth.com).

**We look forward to getting you on a path to better health.**



**If you have a mental health emergency,** skip the registration process and call or text 988.

## LOG IN

- 1 Go to [well.evernorth.com](https://well.evernorth.com)
- 2 If you've already registered, log in with the member username and password you created when you registered your account.
- 3 If you've not yet registered, click Register in the upper right-hand corner and follow the prompts to create a username and password.
- 4 If you've forgotten your username or password, click Username or Password under the blue Log in button.

3 REGISTER

### Member Login

USERNAME

PASSWORD

2

LOGIN

USERNAME?

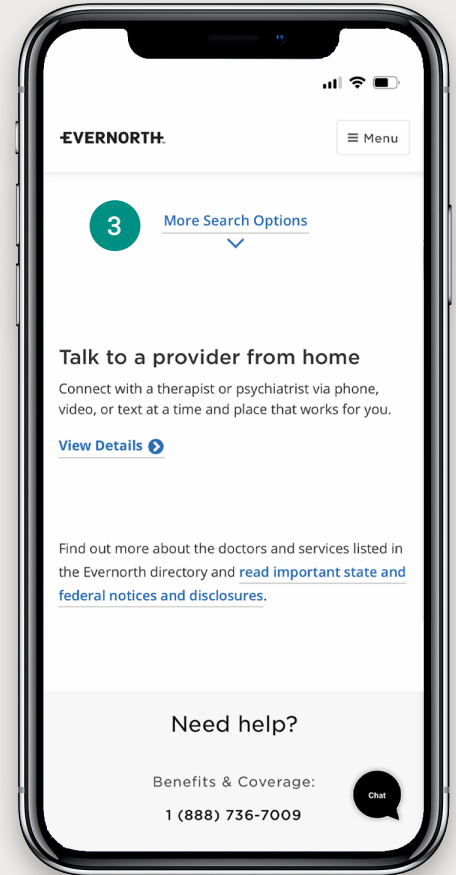
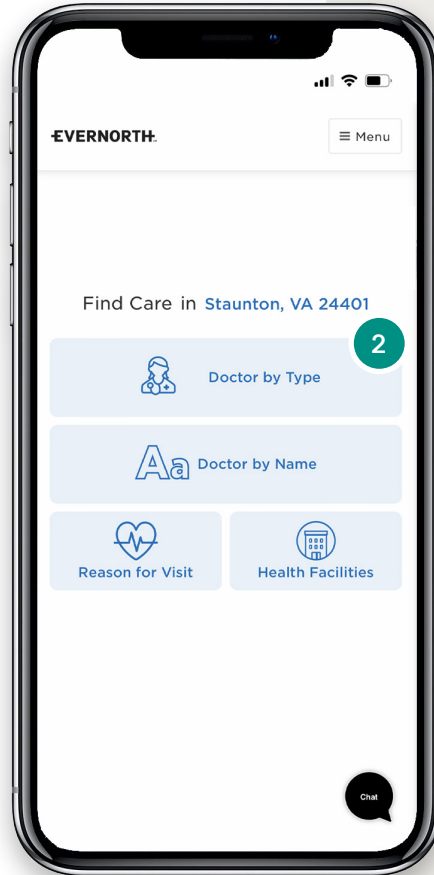
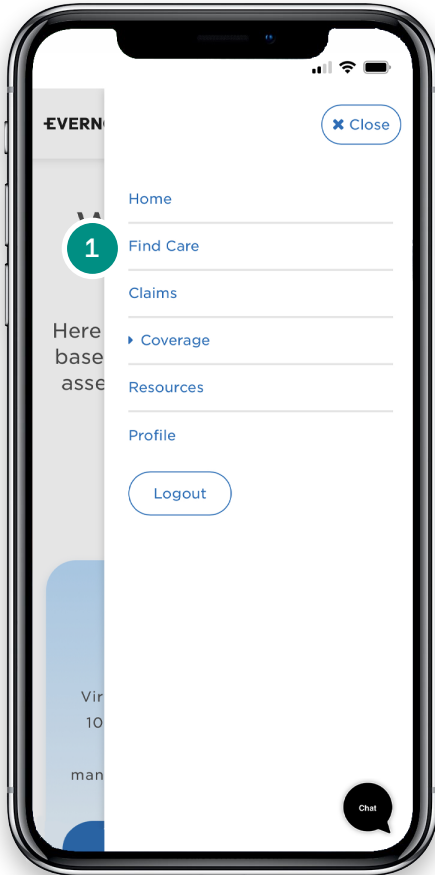
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PASSWORD?

## FIND CARE

# Access to care

Our national network of facilities includes in- and outpatient professionals, as well as virtual and digital providers, to help you get the right care you need at the right time.



## FIND CARE

- 1 To find a list of in-network providers, click Find Care in the main navigation.
- 2 Then click on one of the four boxes shown to search for:
  - + Doctor by Name
  - + Doctor by Type
  - + Reason for Visit
  - + Health Facilities
- 3 Click More Search Options if you prefer to connect with a provider from home or wherever you are.



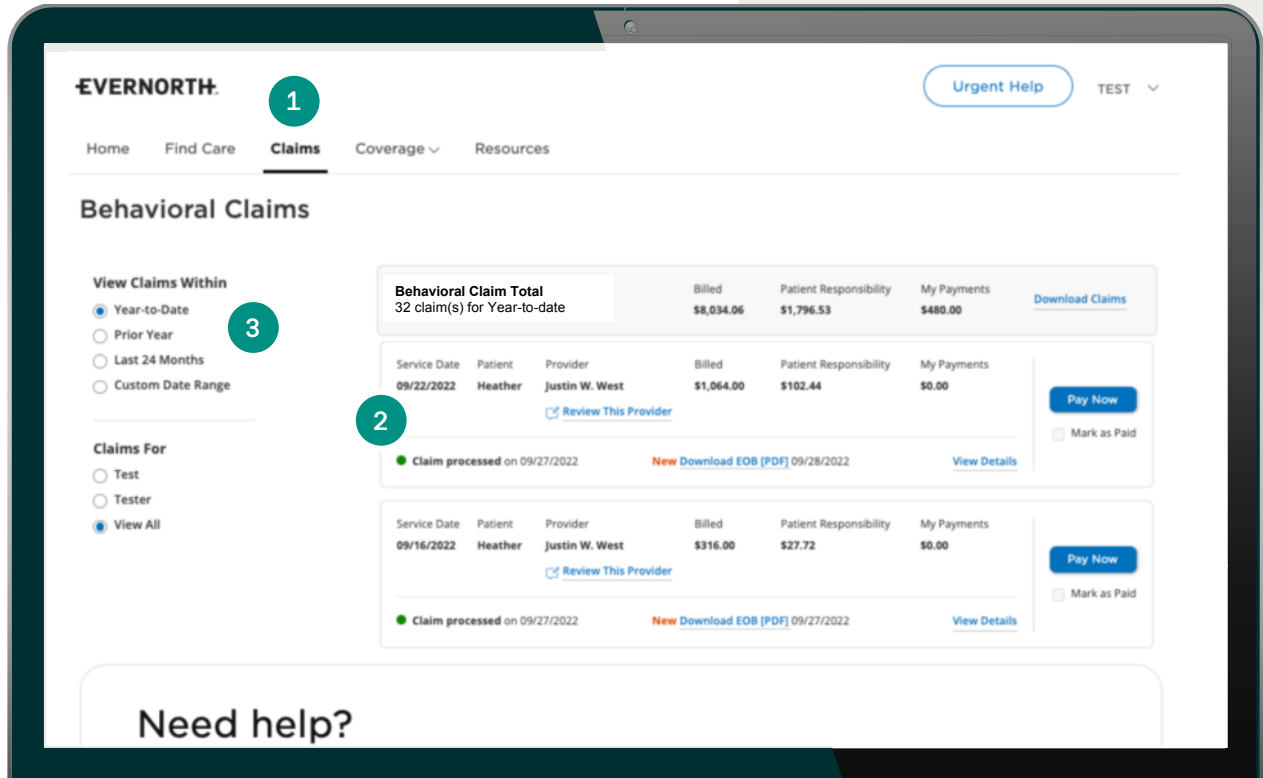
**We're continually expanding our network of providers to offer you the most convenient access to care.**

Our network of providers will be in-network, guaranteed, so you can focus on your health.

## CLAIMS

# View claims details

You have 24/7 access to all your claims at [well.evernorth.com](https://well.evernorth.com).



## CLAIMS

- 1 To view any of your current or past claims, click on the Claims tab from the main navigation.
- 2 You'll see a list of any current behavioral health claims you have. Select which claim you're looking for and view the details.
- 3 To find a specific claim, click to filter by a certain time period:
  - + Year-to-date
  - + Prior year
  - + Last 24 months
  - + Choose a specific date range

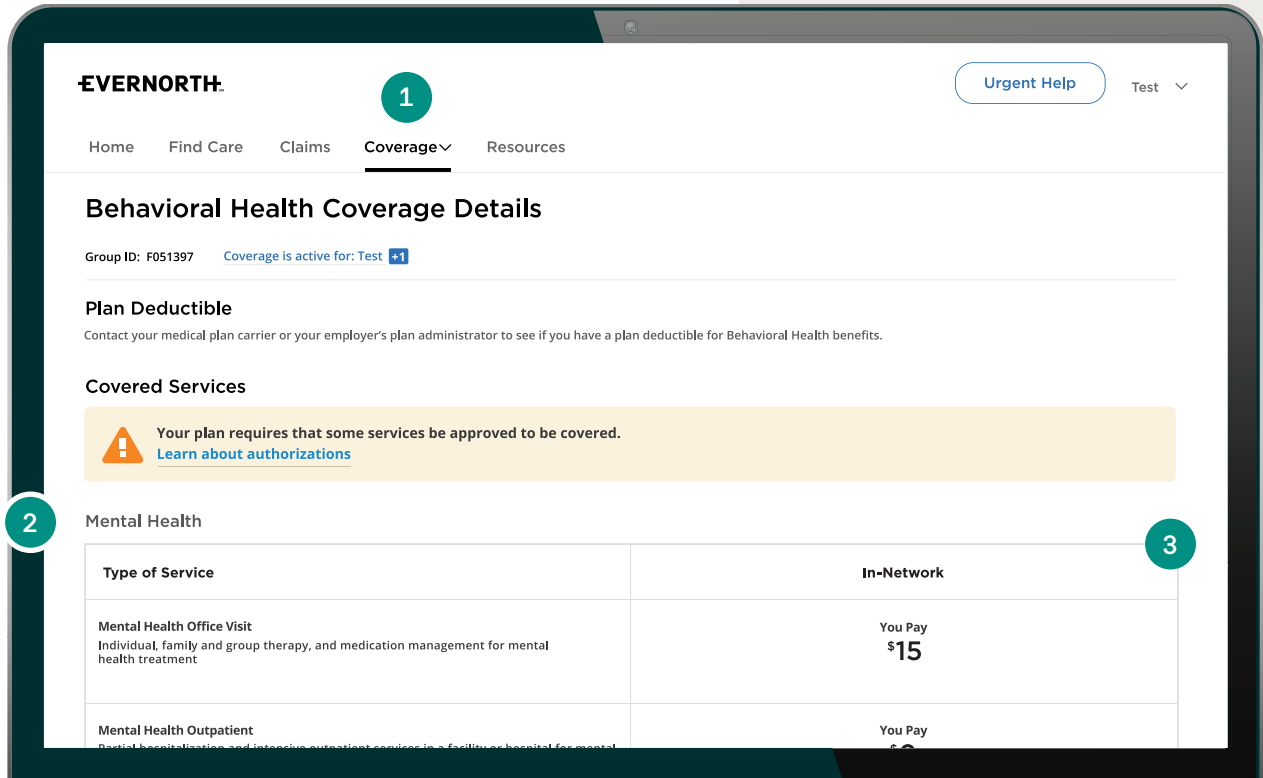


We're committed to providing you with quality behavioral health services that are convenient, supportive and designed to meet your needs.

OUR COMMITMENT TO QUALITY

# Make sure you're covered

You can quickly find what coverage you receive for the benefits and treatments available under your health plan.



## COVERAGE

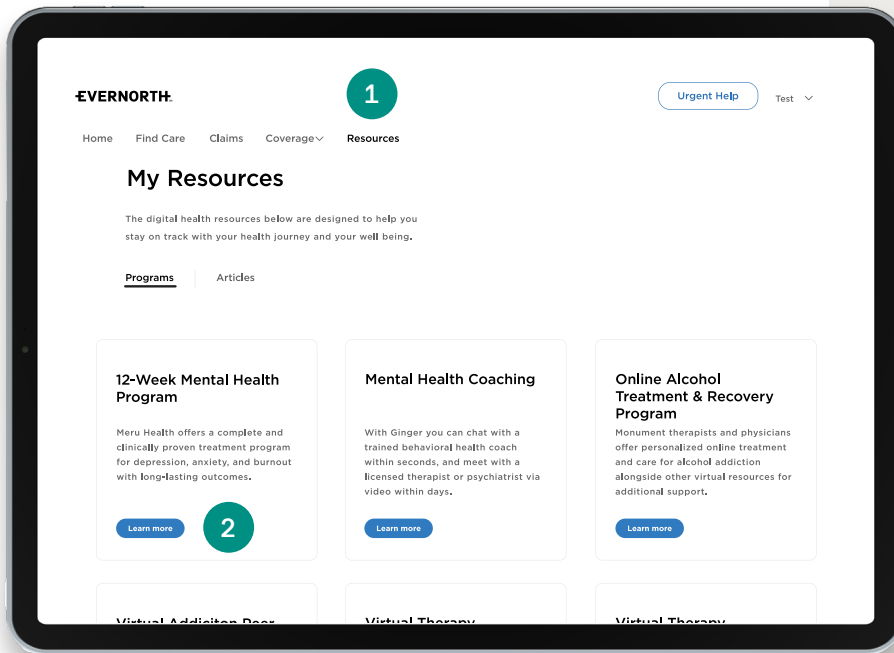
- 1 To find information on what services are included in your plan, it's easy to view it by clicking Coverage from the main navigation.
- 2 From here you can view a list of covered services, sorted by the type of service:
  - + Mental health
  - + Substance use disorders
- 3 You can also view the costs you will pay out-of-pocket for using those services from in-network providers.



Having regular and easy access to behavioral health services can play a critical role in your overall health and have a positive impact on your physical well-being.

## RESOURCES

# Resources at your fingertips



### COVERAGE

- 1 To learn more and access any of these resources, click on the Resources tab from the main navigation.
- 2 For a specific program of interest, simply click on a blue Learn more button.



Easy access to a variety of providers, tools and services is available at your fingertips. Choose what works best for you, where and how you want, to get the care you need.

Behavioral health services include a wide range of digital health resources available to you as part of your plan, including a 12-week mental health program, online alcohol treatment and recovery program, and virtual therapy options.

**ginger** Mental Health Coaching [Get Started](#)

**Program Overview**  
Feeling stressed or overwhelmed, but not quite sure what you need? Use Ginger's coaching services as a first line of defense for overcoming a range of challenges and stresses - from improving sleep or relationships, to managing anxiety and depression. Ginger's behavioral health coaches are available on-demand to help you reduce stress, reach goals, and feel supported - any time of day or night. If needed, your coach can add a licensed therapist or psychiatrist to your care team.

**How It Works**  
Immediate, confidential support 24/7/365 is available for one monthly rate via your behavioral health benefits. Ginger is only offered on mobile devices, so download the app to get started today!

### Meet Ginger:

A mental health coaching program that allows you to chat to a trained behavioral health coach immediately and connect with a licensed therapist within a few days.

**talkspace** Virtual Therapy & Psychiatry [Get Started](#)

**Program Overview**  
Talkspace is an online therapy service that connects you to a dedicated, licensed therapist or psychiatrist via private messaging or live video. You can reach out to your therapist as often as you need to care at any time of day, and expect to hear back within one working day.

**How It Works**  
To start, follow the link and answer a few simple questions to help Talkspace match you with the best provider for you. You can then message your therapist and begin your journey today. If you would prefer to meet over video, you can easily schedule video sessions via online scheduling. Talkspace is for individuals 13 and up.

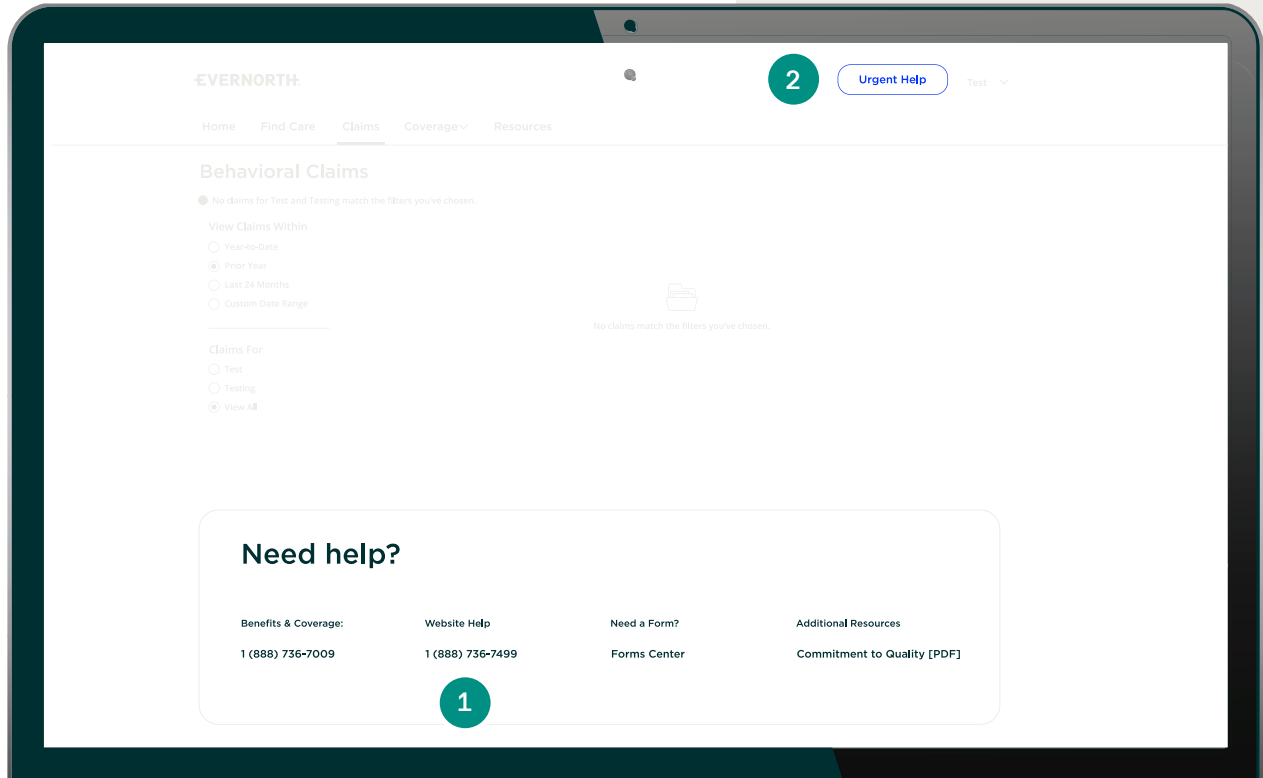
### Get connected with Talkspace:

Instantaneously find thousands of licensed therapists and connect through private messaging or live video.

NEED HELP?

# We're here for you

If you want to speak with someone directly or your need is urgent, we're here to help.



## GET HELP

- 1 You can reach a care manager at 1 (888) 736-7009 if you need help or have a question about a claim.
- 2 If your need is urgent, find the Urgent Help button in the upper right-hand corner of well.evernorth.com. One click will display a list of emergency phone numbers.



The digital health resources and information at [well.evernorth.com](https://www.well.evernorth.com) is designed to help you stay on track with your health journey and well-being.

We look forward to serving you along your health journey and helping you reach your individual health goals.

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# Understanding anxiety

KNOW THE TYPES.

KNOW THERE'S HELP.



**Jitters. Sweaty palms. A racing heart or adrenaline rush.**

Feeling occasionally anxious is normal. But feeling anxious all of the time may signal an anxiety disorder. Left untreated, anxiety can affect quality of life. **The good news is that anxiety is treatable.**

# Types of anxiety

## Generalized anxiety disorder (GAD)

Excessive, long-term anxiety about everyday activities that causes difficult-to-control symptoms such as:

- + Edginess
- + Irritability
- + Fatigue
- + Muscle tension
- + Trouble concentrating
- + Sleep problems

## Post-traumatic stress disorder (PTSD)

Intense fear, helplessness or horror related to continually reliving a past traumatic event such as:

- + Abuse
- + Accidents
- + Physical assault
- + War
- + Natural disaster

## Obsessive-compulsive disorder (OCD)

Obsessive thoughts, impulses or images that trigger compulsive, repetitive behaviors such as:<sup>1</sup>

### Obsessions

- + Fear of contamination
- + Fixation on lucky or unlucky numbers
- + Fear of danger to oneself or others
- + Need for order or exactness
- + Excessive doubt

### Compulsions

- + Ritualistic handwashing
- + Counting
- + Checking
- + Hoarding
- + Arranging

## Phobia

A strong and involuntary fear of situations or things characterizes phobias such as:

- + Specific (or simple) phobia is triggered by things such as airplane travel, heights, vaccinations or snakes
- + Social phobia is limited to social situations and involves an extreme fear of meeting new people
- + Agoraphobia is an intense fear of being trapped, and is often triggered by crowds or being alone in an open area<sup>2</sup>

## Panic attacks

Extreme fear or discomfort that often causes sudden panic attacks characterized by:

- + A sense of looming danger and strong desire to escape
- + Coming on “out of the blue” or being triggered by a specific thing
- + Building intensity that comes to a peak, usually within 10 minutes<sup>3</sup>



## Get the right help

Effective treatments are available for anxiety disorders, so it's important to seek help if you're experiencing symptoms. Talk with your doctor about the treatment that's right for you. Options may include:

- + Talk therapy, including Behavioral Therapy and Cognitive-Behavioral Therapy (CBT)
- + Medications such as antidepressants or other drugs

**Talk to your doctor openly if feelings of anxiety are affecting your daily life.**

## Evernorth is here to help

Call: 888.736.7009

Visit: [well.evernorth.com](https://well.evernorth.com)

1. Psych Scene; Obsessive Compulsive Disorder(OCD)—Primer on Neurobiology, Diagnosis and Treatment. October 2020 2. United Brain Association. “Agoraphobia.” Accessed May 2022. 3. verywellmind. “Symptoms of Panic Disorder and Attacks.” January 2021.

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# Overcoming depression

YOU'RE NOT ALONE.

WE'RE HERE TO HELP.



## Depression is an emotional health problem that affects many older adults.

Though depression isn't a normal part of aging, it is common. Left untreated, depression can have serious effects on quality of life.

**The good news is that depression is treatable.<sup>1</sup>**



Tell your doctor if you're at risk or experiencing symptoms of depression.



## Risk factors

- + Life changes
- + Loss of a loved one
- + Family history
- + Thyroid problems
- + Stroke
- + Arthritis
- + Side effect of high blood pressure arthritis medications
- + Side effect of combining certain medicines

## Signs and symptoms

- + Irritability
- + Excessive crying
- + Aches and pains that don't respond to treatment
- + Sleeping problems
- + Loss of appetite
- + Trouble thinking, remembering, or making decisions
- + Hopelessness or pessimism
- + Weight gain or weight loss
- + Sadness or anxiety that won't go away
- + Loss of interest in everyday activities
- + Thoughts of death and suicide

## Important

Depression itself is a suicide risk factor. And among older adults, the suicide rate is higher than other age groups.<sup>2</sup> Suicide is rarely caused by one single event, so it's important to **know risks and warning signs such as:**

- + Recent or expected loss of a loved one
- + Preoccupation with death or risk-taking
- + Giving away of important possessions
- + Acquiring a weapon

## Support

Depression is a treatable disorder, so it's important to seek help if you're experiencing symptoms. Talk with your doctor about the treatment that's right for you. **Options may include:**

- + Medication
- + Counseling
- + Diet changes
- + Physical activity

## Call for help

If you or someone you know is thinking about suicide, get help right away. Call or text the Suicide and Crisis Lifeline at 988, available 24/7.

## Self-help

Take control of your own emotional health by reaching out for support and making healthier lifestyle choices such as:

- + Get involved in an activity that you enjoy
- + Avoid isolating yourself
- + Keep your daily routine
- + Exercise regularly
- + Eat a well-balanced diet
- + Avoid drinking alcohol
- + Lean on family and friends

## Evernorth is here to help

Call: 888.736.7009  
Visit: [well.evernorth.com](https://www.well.evernorth.com)

1. CDC. "The State of Mental Health and Aging in America." Accessed May 2022. 2. SAMHSA. "People at Greater Risk of Suicide." Accessed May 2022.

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## SELF-CARE CHECKLIST

**While it may seem impossible to prioritize self-care in these challenging times, this is exactly when it's needed most.**



This checklist can remind you to make room for moves that can help you recharge and be more stress-resistant.

### BODY

- Try to make time to eat and stay hydrated. Regular meals give you the fuel you need to stay strong and focused.
- Have a stash of healthy and energizing snacks, such as nuts, popcorn, or whole-grain crackers, easily accessible.
- Fit exercise in. It lowers stress and can help you sleep better. Even a short 15-minute stint can make a difference.
- Fold it into daily activities, such as jogging when walking the dog or spending time with your kids on a bike ride.
- Don't let sleep be optional. Prioritize your rest between shifts so you can feel energized when you return.
- Before bed, take a moment to write down or mentally inventory your worries; then set them aside until the next day.
- Relaxation techniques, such as progressive relaxation or mindful meditation, can help calm you for sleep.

### MIND

- Notice signs that anxiety or stress is building for you. Recognize this as normal, but have management strategies ready.
- Find your motivation for prioritizing self-care, then use that as a reminder to make it a regular part of your day.
- Take mental "breaks" during the day to focus on something distracting, uplifting, or soothing.
- Be open to turning to others for emotional and practical support. It's a strength, not a weakness, to reach out.
- Know that mental health professionals can help you problem-solve and find strategies to manage difficult feelings.
- Stay informed, but don't overdo news exposure. Notice the impact news stories have on you and limit accordingly.

### SPIRIT

- Find creative ways to stay connected with friends, family, loved ones, and supportive social media communities.
- Get outdoors. The fresh air and sunlight can renew both health and spirit, as well as help regulate sleep cycles.
- Avoid turning to alcohol, drugs, or unhealthy behaviors as a way of coping.
- Find one or more enjoyable ways to relax your mind and body. Give yourself permission to recharge in this way.
- Think about how you've coped with hard times before. Try to re-deploy the strengths and strategies that helped then.

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EVERNORTH ADVOCACY AND SUPPORT  
FOR PARENTS AND FAMILIES

# When your family needs support, we're here to help



## When your family is navigating behavioral health care, it can be confusing and challenging.

We want to help address your questions and concerns, so you can focus on what's most important—the health and well-being of yourself and your family.

We connect you to a dedicated team of licensed mental health professionals with extensive expertise to provide confidential, one-on-one support.

It's easy to connect by phone or through a secure messaging app to access resources and schedule appointments with your care manager.

## Our professionals are here to help you:

- + Find answers about a behavioral health diagnosis
- + Explore treatment options
- + Connect to qualified providers in your network
- + Discover educational and local resources, including support groups
- + Find referrals to other available programs offered by your plan
- + Receive ongoing coaching and support for your concerns
- + Effectively advocate for your loved one, or your own mental health needs

## We make behavioral health simple by:



Providing support, resources  
and guidance



Empowering you to seek the right care  
and services to your unique needs



Helping you make the most  
of your benefits



Being available anytime, 24/7/365  
with crisis emergency support

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# Navigating Autism

SUPPORTING YOU.

EVERY STEP OF THE WAY.



EVERNORTH ADVOCACY + SUPPORT FOR AUTISM

**If you or a loved one has been diagnosed with an autism spectrum disorder (ASD), you're not alone.**

With our program you have a dedicated team of licensed mental health professionals with extensive expertise to provide confidential, one-on-one support.



**Support that makes a difference**

100% of people were very pleased with the service from their case manager.<sup>1</sup>

**Early support can have a long-term positive impact on your child later in life.<sup>2</sup>**

Our early identification and engagement approach empowers you and your family to get ahead of the treatment journey with access to specialized treatment. Our coaches support you every step of the way helping you navigate care today and plan for future needs.



## Our professionals help you:

- + Understand the diagnosis.
- + Explore covered treatment options.
- + Coordinate care from behavioral and health care providers.
- + Find qualified providers in your network.
- + Locate local and state support, including early intervention programs.
- + Follow medical necessity guidelines for intensive treatment, such as Applied Behavior Analysis (ABA) or a higher level of care.<sup>3,4,5</sup>
- + Find information about local resources, like support groups and respite programs.
- + Navigate a variety of resources and tools.
- + Find referrals to other available programs offered by your plan.
- + Receive ongoing coaching and support for your concerns.

## We make behavioral health simple by:

- + Providing support, resources and guidance
- + Empowering you to seek the right care and services for your unique needs
- + Helping you make the most of your benefits
- + Being available any time, 24/7/365 with crisis and emergency support

WELL . EVERNORTH . COM

# Evernorth is here to help.

## 01

Call **888.736.7009** or the number on the back of your ID card.

## 02

When prompted, choose “Behavioral Health.”

## 03

Choose “Mental Health Information.”

## 04

Ask to speak with an Autism Case Manager. They’ll follow up within two business days.

1. Cigna Satisfaction Survey, 2020. 2. verywellhealth. “Make the Most of Early Intervention for An Autistic Child.” August 2022. 3. Please check with your employer to confirm services included in your plan. 4. Applied Behavior Analysis (ABA) is an intensive behavior intervention program used to treat autism spectrum disorders. ABA and speech therapy, physical therapy and occupational therapy rendered by medical specialists for the treatment of autism may be subject to medical necessity review. Due to the Mental Health Parity and Addiction Equity Act, ABA benefits are assigned to the in-network “All Other Outpatient Services” sub-classification of benefits. As such, ABA benefits typically are subject to deductible and coinsurance. Refer to your plan materials for details of your specific plan. 5. Speech therapy, physical therapy and occupational therapy rendered by medical specialists for the treatment of autism may be subject to medical necessity review.

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EVERNORTH ADVOCACY AND  
SUPPORT FOR SUBSTANCE USE

# Strength to overcome your obstacles



**Our program delivers a dedicated team of licensed mental health professionals with extensive expertise to provide confidential, one-on-one support.**

You can connect by phone or a secure messaging app that allows for the sharing of resources and scheduling appointments with your care manager.

We provide individual support and resources to help you make improvements in your life. If you need help, a coach is here to talk with you by phone or via text, confidentially and at no extra cost.

## Our behavioral clinicians:

- + Have experience with addiction and recovery
- + Explore treatment options and a recovery path that works for you
- + Find qualified providers in your network
- + Provide referrals to other available programs offered by your plan
- + Deliver educational and local resources, including support groups for you and your support system
- + Offer ongoing coaching and support for your concerns
- + Help you set goals so you can stay on track with your recovery

## We make behavioral health simple by:



Providing support, resources and guidance



Empowering you to seek the right care and services to your unique needs



Helping you make the most of your benefits



Being available anytime, 24/7/365 with crisis emergency support

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