



To assist with the emotional toll of the pandemic, ROP employees and family members have access to a number of resources. Services related to COVID-19 are currently available at no cost to the individual.

For those enrolled in any of the ROP sponsored Cigna medical plans you can talk and text with licensed therapists, who are available on-demand. In addition, if your issues are related to anxiety, depression and burnout, and/or if you are experiencing obsessive compulsive disorders, will also have broader access to virtual treatment services through a recently expanded network of providers outlined below.

Cigna has added Talkspace to its behavioral provider network for individuals seeking a more convenient therapy option. With private messaging (text, voice, and video), Talkspace connects Cigna customers to dedicated licensed therapists who engage daily through a secure app. You can also schedule live video sessions based on personal preference.

Also, the following virtual care providers have been added to deliver more support for mental health needs:

- Anxiety, Depression and Burnout: Through a 12-week app-based program, Cigna customers will receive daily support from licensed clinicians and anonymous peers to treat anxiety, depression and burnout. The program is conducted through Meru Health and is available in Arizona, California, and Colorado.
- Obsessive Compulsive Disorder (OCD): Customers who are diagnosed with obsessive compulsive disorder (OCD) will have access to NOCD, a treatment program led by a licensed, OCD-trained therapist with live video appointments and support in-between sessions by messaging the therapist and leveraging the platform's digital tools. The program is available in California, Michigan, and North Carolina.

Additionally, numerous Mental/Behavioral Health providers are available in all states throughout the country.

Any of the following methods can be utilized to access care and guidance:

1. Call Cigna @ 1-800-244-6224. The quickest method for proper routing is by answering these questions when asked; your name, your date of birth, and why you are you calling? You will then be directed to the Mental/Behavioral Health Department who can assist by answering questions, locating an appropriate provider and scheduling virtual appointments.
2. Login @ mycigna.com and from the landing page select Virtual Health where you can proceed to research options in locating appropriate care providers.
3. *For those not enrolled in a ROP sponsored Cigna medical plan, a 24-hour COVID-19 toll-free help line can be reached @ 1-866-912-1687 in order to speak with behavioral health clinicians who can provide one-on-one support.*

