



Mental health matters

Breaking barriers,
building resilience.



Global Health Benefits



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Mental Health directly impacts overall well-being, productivity and quality of life. At Cigna Healthcare®, our approach to care emphasises treating the whole person; acknowledging that emotional, psychological, behavioural health are essential to better health outcomes.

Our robust suite of mental health programmes are designed to meet our customers where they are and offer comprehensive access to a large network of providers, case management, coaching, virtual therapy and educational resources.

At Cigna Healthcare, we deliver **unwavering support and unparalleled care**, equipping our customers with tools and expert clinical guidance to manage their well-being with confidence.



1 in 4



Mental health disorders are a significant concern, affecting approximately **1 in 4 individuals**, which translates to about **792 million people** globally at some point in their lives.¹

Explore the programmes available to help them thrive, personally and professionally.

Through our tailored programmes and resources, we strive to help individuals and their families feel supported, build resilience and succeed emotionally and mentally.

Coaching & resources: Supporting mental health requires proactive, accessible solutions that meet individuals where they are. Through personalised coaching and a wide range of resources, we empower people to take charge of their emotional well-being early, before challenges escalate.

From real-time guidance and digital tools to global counselling and educational content, our approach reduces stigma, promotes informed decision-making, and makes mental health care more approachable and continuous.

Short-term counselling: We offer short-term, solution-focused counselling through our behavioural health programmes and employee assistance programme. These programmes provide immediate access to licensed clinicians either in-person, phone or virtually – all tailored to meet their needs such as stress, anxiety, grief, work-life balance and/or relationship challenges.

50%

of adults with a diagnosed behavioural health condition do not receive treatment, often due to access issues, long wait times or stigma.²

Ongoing counselling: Access to ongoing mental health care is a vital component of overall well-being, particularly for individuals managing chronic psychological conditions. Our long-term support programmes play a crucial role in bridging the gap between acute treatment and long-term stability, offering consistent, personalised care that empowers individuals to navigate daily challenges.

Employer support: We partner with employers to create a mentally healthy workplace. From short-term counselling to ongoing therapy, coaching, and digital tools, we offer flexible programmes that meet diverse workforce need. Additionally, we equip employers with trainings to foster a culture of care and routinely use our reporting tools to help understand utilisation trends and identify opportunities to enhance well-being across their organisations.

82%

of a majority of employees feel at risk of burnout³





Mental health is multi-dimensional, and so are our solutions



Coaching & resources

[Headspace](#)

Through the Headspace app, customers and their covered dependents can access one-on-one support from experienced mental health coaches and licensed therapists.

This digital-first solution offers mindfulness exercises, stress-reduction techniques, and emotional support in a convenient, user-friendly format. Ideal for managing everyday challenges and improving overall mental clarity.

[AWARE mindfulness](#) (part of IEAP)⁵

The AWARE programme offers a six-week guided journey into mindfulness, helping customers cultivate a deeper connection to the present moment and themselves. Grounded in evidence-based practices, participants learn techniques to manage stress, sharpen focus, and bring balance to both mind and body. With ongoing support from a dedicated specialist, AWARE promotes clarity, calm, and resilience, enhancing overall well-being and performance.

[Life coaching](#) (part of IEAP)⁵

Life coaching helps customers navigate personal and professional growth through structured, goal-oriented sessions with certified coaches. Whether someone is facing a major life transition, striving toward a career goal, or seeking better work-life balance, our coaches guide them through a creative and collaborative process that unlocks potential and drives meaningful progress. Delivered virtually and globally, this programme empowers individuals to clarify what matters most and take actionable steps forward.

[Wellness coaching](#)⁵

Wellness coaching connects customers with expert coaches who guide them through sustainable lifestyle changes aligned with their personal values. Over the course of three to four months, customers receive personalised support in areas such as stress reduction, physical activity, nutrition, and overall well-being. This programme empowers individuals to take charge of their health and live more fulfilling lives.



Coaching & resources **1**, ongoing counselling **2**

[Specialised virtual providers](#) **1** **2**

Accessing quality care should be simple, flexible, and tailored to your lifestyle. That's why we've made it easier than ever to connect with trusted virtual providers including those that specialise in medical and mental health needs.

[Outpatient mental health care](#) **2**

Customers have access to a global network of outpatient mental health providers, including psychologists, psychiatrists, and licensed therapists. These professionals offer ongoing counselling and treatment for a wide range of conditions—from anxiety and depression to trauma and mood disorders—ensuring customers receive consistent, high-quality care tailored to their needs.

Behavioural case management²

Our behavioural case management programme supports individuals facing ongoing or complex mental health conditions such as depression, bipolar disorder, and anxiety. Customers receive personalised support through care coordination, resource navigation, and guidance tailored to their needs.

In the U.S., services are delivered by licensed therapists and social workers, offering a clinically focused experience that may include coaching and therapeutic support. Internationally, behavioural case management is nurse-led and centres on managing high-cost or inpatient behavioural health needs, with an emphasis on care coordination and timely access to appropriate resources.



Short-term counselling

In-the-moment support – Single session counselling [↗](#) (part of IEAP)⁵

In-the-moment support redefines emotional support by offering immediate access to master's-level clinicians during a customer's most critical moments. Instead of starting with a traditional intake, clinicians begin with a conversational approach that provides practical, solution-focused care right away. Many customers find that a single focused session is enough to resolve their concerns, while others are seamlessly transitioned into ongoing counselling or additional resources as needed.

Short-term counselling [↗](#) (part of IEAP)⁵

Short-term counselling, as part of a traditional EAP programme, is designed to address specific, immediate concerns through a brief, structured approach typically spanning a set number of sessions. It's ideal for situational challenges such as stress management, relationship issues, or workplace conflict. Delivered confidentially by independent professionals, this service helps customers regain balance before issues escalate.

In My Hands cCBT (part of IEAP)⁵

In My Hands is a digital Cognitive Behavioural Therapy (cCBT) programme designed to help individuals manage anxiety, depression, and everyday stress. Customers receive weekly guidance from a qualified counsellor while working through evidence-based modules focused on emotional well-being, work-life balance, and relationship health all in a secure, self-paced online environment.



Work-life services [↗](#) (part of IEAP)⁵

Our work-life services provide personalised support for everyday challenges that can impact emotional well-being. From childcare and elder care to legal and financial guidance, specialists offer expert assistance tailored to each customer's needs. By helping manage personal responsibilities, these services reduce stress and allow customers to stay focused and productive in all areas of life.

Elevate^{5,6}

Elevate is a specialised programme designed for individuals experiencing moderate to severe symptoms of anxiety and depression. Unlike short-term counselling, Elevate provides extended clinical support with up to 20 in-person sessions, allowing time to address deep-rooted emotional patterns and build lasting coping strategies. This solution-focused approach helps customers regain confidence, restore stability, and move forward with greater emotional strength.



Employer support

Cigna Healthcare offers a suite of employer support programmes designed to help organisations care for their people during critical moments, build resilient leadership, and foster a culture of well-being and growth.

These services are available globally and tailored to meet the needs of diverse workforces, ensuring timely, compassionate, and effective support.

[Manager assist](#) (part of IEAP)⁵

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Global trainings

Through our partnership with Workplace Options (WPO), we offer over 90 evidence-based training modules focused on mental, physical, and emotional well-being, as well as professional development. These interactive sessions empower employees to build resilience, enhance productivity, and grow in their roles.

By investing in workforce education, organisations foster a culture of care, engagement, and continuous improvement.

[Critical incident support](#)

In times of crisis, immediate emotional care can make all the difference. Our Critical Incident programme provides confidential phone support and onsite or virtual counselling for organisations facing traumatic workplace events, such as accidents, sudden loss, or other disruptive incidents.

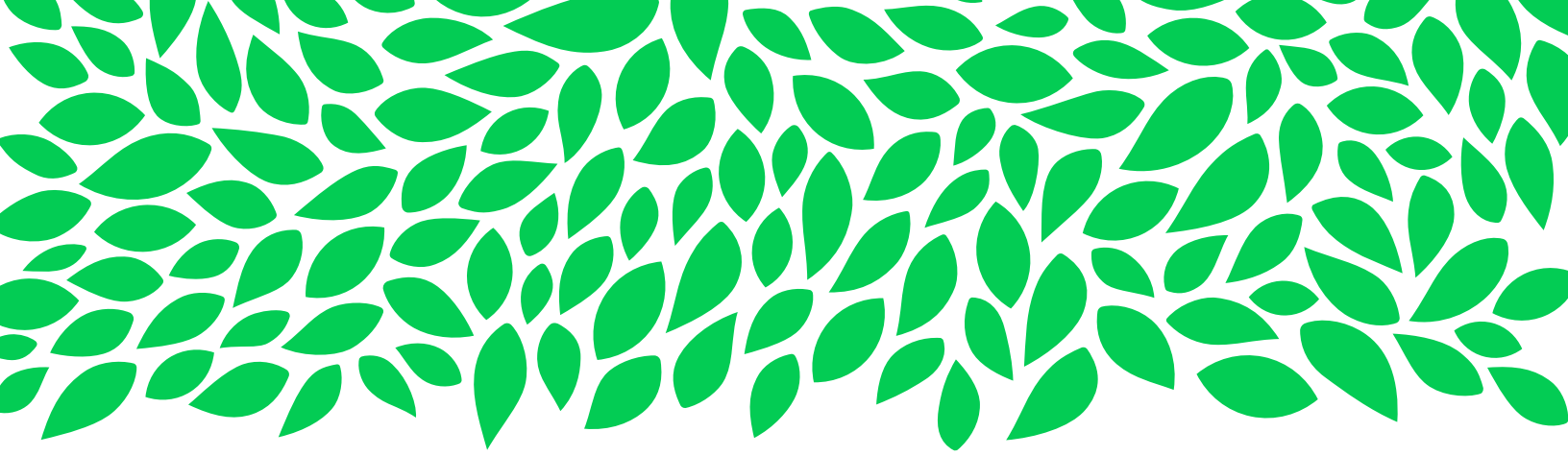
This service ensures employees receive timely, professional care to stabilise emotions, restore a sense of safety, and begin the healing process.

Manager referrals (part of IEAP)⁵

Manager Referral programme provides HR teams and people leaders with expert guidance to connect employees with the right support whether the concern is related to emotional well-being, workplace behaviour, or productivity. Our specialists walk managers through both formal and informal referral processes, helping them identify when and how to intervene appropriately.

With a compassionate and confidential approach, this programme ensures that employees receive timely care while empowering managers to foster a healthier, more supportive work environment.





Wherever our customers are on their journey, they can count on our clinical experience and expertise. Ready to personalise your care strategy? Connect with your Cigna Healthcare representative to explore solutions today!

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1. Mastermind Behavior. Mental Illness & Mental Health Statistics Worldwide. <https://www.mastermindbehavior.com/post/mental-illness-mental-health-statistics-worldwide-b75d0>. Published 3 March 2025.
2. Cigna Newsroom. Improving Behavioral Health Care Access, Experience, Outcomes. <https://newsroom.cigna.com/bbd-improving-behavioral-health-care-access-experience-outcomes>. Published August 2025.
3. Mercer. Global Talent Trends. <https://www.mercer.com/insights/people-strategy/future-of-work/global-talent-trends/>. Published 2024.
4. Available to customers inside the U.S. only.
5. Subject to purchase.
6. Available to GHB EU clients only.

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