



# 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 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?

Confide includes everything you have today with your EAP, plus:

24/7/365 access through phone or chat.

Digital mental health assessment with care recommendation tool and self-guided digital tools through the app Well by Evernorth.



8 free face-to-face or virtual counseling sessions per topic, per year.

Referrals for work/life stressors, such as elder care, legal needs, childcare, adoption, workplace and financial related stress, and more.

Unlimited 45- to 60-minute telephonic mental health support.

Crisis support.

Immediate connection with a designated Care Navigator.

In-network providers guaranteed and post-EAP coordination with your insurance.

100% follow-through care with the same Care Navigator

## How can my Confide Care Navigator help me?

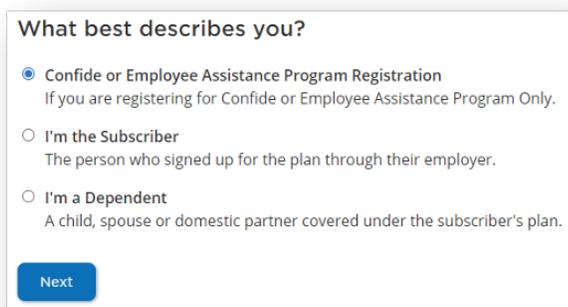
- Immediate connection with an expert who is attentive to your concerns.
- Recommend options for care based on your needs and help identify the best matched provider or tools according to your criteria.
- Find a therapist who has an open appointment or get you into a virtual care appointment within three days.
- 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 register and get started, visit [well.evernorth.com](https://well.evernorth.com).
  - > First time visitors will be guided through the registration process by selecting "Register" in the top right corner.
  - > For initial registration, you will need your new employer ID:  
Concordia Health Plan members: **CONCORDIA**  
Pastoral Support Network: **PASTOR**
  - > Choose "Confide or Employee Assistance Program Registration" when prompted "What best describes you?"



**What best describes you?**

**Confide or Employee Assistance Program Registration**  
If you are registering for Confide or Employee Assistance Program Only.

**I'm the Subscriber**  
The person who signed up for the plan through their employer.

**I'm a Dependent**  
A child, spouse or domestic partner covered under the subscriber's plan.

[Next](#)

- > Please follow this [reference guide](#) for assistance.
- > Once registered, you can chat with a Care Navigator.
- Call the dedicated Concordia Health Plan number for Confide at 866-726-5267 to speak with a Care Navigator or to learn more about your benefits.

## What if I am currently seeking therapy through Cigna EAP?

If you have been seeing an EAP provider for counseling under the Cigna EAP, the great news is that **you can continue** with that same provider after April 30 to complete your original six sessions.

- Starting May 1, register for the new program on [well.evernorth.com](https://well.evernorth.com), which will replace [myCigna.com](https://myCigna.com) for your online Confide Access.
- For initial registration, you will need your new employer ID.
  - > Concordia Health Plan members: **CONCORDIA**
  - > Pastoral Support Network: **PASTOR**
- To register for Confide, you can use **your same email address** used for [myCigna.com](https://myCigna.com).
- Contact Confide to get a new EAP code to continue with the same EAP provider for **eight more sessions**.
- For questions or help with registration, please call the dedicated Concordia Health Plan phone number for Confide at 866-726-5267.

## How do I find Pastoral Support?

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