

# THE MIND IS A POWERFUL THING.

So is the peace of mind of 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 help:

- › 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 Cigna wellness and lifestyle programs.
- › Coordinate services with providers, therapists or other treatment professionals.
- › Help you use a digital interface through Vela. Vela is an app that features secure two-way messaging, the ability to share resources and appointment tracking on a shared calendar.\* Refer to page 2 for Vela Overview and Onboarding Instructions.

## Cigna 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, personalized education and resources to promote safe and effective 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.

To learn more, please call 888.712.1282.

Together, all the way.®



## VELA OVERVIEW AND ONBOARDING INSTRUCTIONS

### Overview

- ▶ Vela is a Health Insurance Portability and Accountability Act (HIPPA) secure website and mobile app where customers can communicate and collaborate with their coaches.
- ▶ You can use Vela to securely:
  - Send messages to your coach.
  - Share files and photos.
  - Coordinate and collaborate with your coach.
  - Schedule calls and meetings.
  - Complete questionnaires directly from app.
  - Complete an incident report for review by professional care team members. Incidents may include an emergency room visit, a hospital stay or a fall.
- ▶ Vela is available wherever you are, whenever you need it. You can download the mobile app to your smartphone and always have it with you. You can also use Vela from your home computer, laptop or tablet. Vela helps to eliminate phone tag and lets you send a message to your coach anytime, day or night. A member of your care team will respond to you by the next business day, and you will get a notification alerting you to the message.

### Instructions

- ▶ Contact your Cigna Coach to have an account created. Once this is done, you can follow these steps.
- ▶ Getting to Vela: On your computer or laptop, use a compatible browser (i.e., Google Chrome, Firefox or Safari) and enter [joinvela.com](http://joinvela.com).\* On your tablet or smartphone, go to the app store, search for and then download Vela.\*\*
- ▶ Setting up your Vela account: The first time you log in to Vela, you will be prompted to set up your account:
  1. Create a password
  2. Accept Terms of Service
  3. Add a picture (optional)
  4. Enter your phone number
  5. Set notifications
- ▶ Having trouble logging in to Vela? Getting an error? Something isn't working the way it should?
  - Call Seniorlink Support at **844.838.4695** and press option 1



\* Programs and services are subject to all applicable program terms and conditions. Program availability is subject to change.

\*\*App/online store terms and mobile phone carrier/data charges apply.

All Cigna products and services are provided exclusively by or through operating subsidiaries of Cigna Corporation, including Cigna Health and Life Insurance Company, Evernorth Care Solutions, Inc., and Evernorth Behavioral Health, Inc. The Cigna name, logo, and other Cigna marks are owned by Cigna Intellectual Property, Inc.

956206 a 08/21 © 2021 Cigna. Some content provided under license.