



Whole Health Mental Well-being Solution

# International Employee Assistance Programme (IEAP)

Confidential support for everyday problems.



# Because mental health matters

Mental health issues can have a broad range of causes, but often they are the result of a combination of factors. These might include stress at work, family issues, social relationships and financial health. Left unchecked, they can severely impact both our physical and mental well-being.

**Our International Employee Assistance Programme (IEAP) provides counselling support, behavioural coaching and practical solutions to help you foster natural resilience and coping mechanisms for everyday challenges.**

## Welcome to IEAP

Whether you need access to confidential counselling, tools to support behavioural health or guidance with practical matters, IEAP offers a 24/7 helpline and advice service to help you resolve any emotional, work or home life issue.

### Counselling sessions



**In-the-moment support.** Single counselling sessions cover various concerns and help you establish a plan to move forward. Sessions are conducted over the phone. *You can use this service an unlimited number of times.*



**Short-term counselling.** Identifies your existing skills, strengths and resources to overcome personal and work-related challenges more smoothly. Sessions are conducted over the phone, video or face-to-face in a practice setting. You will be matched to a counsellor who speaks your preferred language. *You can use this service to access a maximum of six sessions for each area of focus.*

### Behavioural coaching



**AWARE coaching programme.** One-on-one coaching follows a personalised approach to make it easier for you to apply mindful practices and build resilience in everyday life. During the six-week programme, you will learn how to engage, diminish distractions and counteract stress. Sessions are conducted over the phone or by video and can be conducted in English, French, Spanish, German or Mandarin. *You can use this service an unlimited number of times.*



**In My Hands cCBT.** Computerised Cognitive Behavioural Therapy (cCBT) sessions provide support if you are experiencing mild to moderate anxiety, stress or depression. This programme includes seven sessions, plus email and telephone support from a qualified counsellor. Sessions are conducted online and in English only. *You have unlimited access to the programme for six months, and you may complete the sessions as many times as desired.*



**Life coaching.** Professional coaches help you become the best version of yourself. Your life coach will support you in establishing your wellness vision, determining goals, and creating an action plan. They will also contact you by email to share resources and check your progress. Sessions are conducted over the phone or video, and can be scheduled at a convenient time for you. You will be matched to a counsellor who speaks your preferred language. *You can use this service an unlimited number of times.*

### Practical needs



**Critical incident support.** Rapid access to relevant support if you experience a traumatic incident such as a bereavement, terrorist attack, accident, or assault. The type of support offered includes practical advice and information, and counselling.





## Practical needs



Work-life referrals. Personalised and convenient support for a wide range of needs, including referrals to community providers. Work-life services cover a range of topics, such as:

- **Dependant care:** Child care and parenting, adult care and ageing, and care for individuals with a particular need or disability.
- **Information services:** Various day-to-day concerns such as home maintenance, travel, housing and relocation.
- **Wellness services:** Fitness centres and tobacco cessation.
- **Financial services:** Credit and debt, budgeting, taxation, benefits, mortgages and insurance.
- **Legal services:** Consumer rights, matrimonial law, traffic issues, civil litigation, tenancy, wills and probate.

If appropriate, work-life specialists will recommend three to five licensed and registered providers within three business days.

## IEAP website



You can access counsellors and work-life specialists through the LiveCONNECT instant messaging or callback features on the IEAP website. Other website services and resources include up-to-the-minute tailored news in a crisis and relevant articles and information covering parenting, ageing, work and international.



## How IEAP works

- **Reach out to IEAP.** By phone, email, instant message or from the Cigna Wellbeing® app<sup>1</sup> for help and advice with any personal or work-related issue.
- **Speak with a clinician.** Whether referral for counselling or access to resources, the initial consultation allows you to discuss the next steps.
- **Receive targeted support without delay.** The clinician matches you to the most appropriate service. Where you are matched to the counselling service, a counsellor will be appointed within two business days of the initial consultation and the first session will be available within five business days.
- **Start to feel the benefits.** Achieve a happier, healthier state of well-being.
- **Monitor your progress.** A case manager will check in with you to ensure you're on track.

## How you benefit

- **Around the clock support.** IEAP services are available whenever you need them. So if you're struggling, it's reassuring to know you don't have to cope on your own.
- **Open the door to deeper therapy.** If it's your first counselling experience, IEAP can offer a bridge to longer-term therapy.
- **Greater access and consistency of care.** IEAP can help you overcome discrepancies in mental health provision by ensuring fast, reliable access to care and support wherever your journey takes you.
- **Global and culturally relevant.** Access to multilingual services and a network of mental health and work-life professionals in over 200 countries.

<sup>1</sup> As applicable to your Cigna Healthcare cover.





# Calling the service/language support

- **Freephone numbers.** You'll find a list of free-phone numbers per country on the next page.
- **First response.** Based on your location/time zone you may be able to immediately connect with a clinician who speaks your local language, otherwise an English speaking clinician will always be available. In urgent cases where a clinician doesn't speak your preferred language and you aren't able to express yourself in English, a translation service will be made available.
- **Onward support.** Following the initial consultation, the clinician will arrange for any structured counselling in your preferred language.

## Contact options

**Email:** support@resourcesforyourlife.com

**Website:** If you are a Cigna Healthcare medical plan member, you can access the IEAP website directly by clicking the link from the IEAP section of your [member webpages](#). Click on 'My Health' to locate the IEAP section.

Alternatively, if you not a Cigna Healthcare medical plan member, you'll receive an email containing the code you need to enter to access the IEAP website directly via: [www.cigna.com/IEAP](http://www.cigna.com/IEAP).

### Global freephone list

You may place a reverse-charge call if you're calling from a location not listed or experiencing difficulty with a freephone number.

Access your local operator and request to place a reverse-charge call to +44 208 987 6230.

| If you're calling from: | Dial this number: | First response language options |
|-------------------------|-------------------|---------------------------------|
| Argentina               | 08006663495       | English, Spanish LATAM          |
| Australia               | 1800731652        | English                         |
| Austria                 | 0800291381        | English, German                 |
| Bahamas                 | 18003890475       | English                         |
| Bahrain                 | 80080452          | English, Arabic                 |
| Belgium                 | 080081905         | English, French, Dutch          |

| If you're calling from: | Dial this number:              | First response language options        |
|-------------------------|--------------------------------|--|
| Bermuda                 | 18552610433                    | English                                |
| Brazil                  | 08005918055                    | English, Portuguese Brazilian, Spanish |
| Canada                  | 8553715515                     | English, French                        |
| Chile                   | 800914352                      | English, Spanish LATAM                 |
| China                   | 4001203080                     | English, Mandarin                      |
| Colombia                | 018005185158                   | English, Spanish LATAM                 |
| Costa Rica              | 08000320001                    | English, Spanish LATAM                 |
| Czech Republic          | 800488404                      | English                                |
| Denmark                 | 80820036                       | English                                |
| Dominican Republic      | 18492001240                    | English, Spanish LATAM                 |
| Egypt                   | 080000000083                   | English, Arabic                        |
| Estonia                 | 8000100432                     | English, Russian                       |
| Finland                 | 0800915905                     | English                                |
| France                  | 0805080762                     | English, French, German, Dutch         |
| Germany                 | 08007237177                    | English, French, German, Dutch         |
| Greece                  | 8008481696                     | English                                |
| Guam                    | 18773014773                    | English                                |
| Hong Kong               | 800906140                      | English                                |
| Hungary                 | 0680080341                     | English, German                        |
| Iceland                 | 8009698                        | English                                |
| India                   | 0008000503110                  | English, Hindi                         |
| Indonesia               | 0018030152055586               | English, Bahasa                        |
| Ireland                 | 1800490390                     | English                                |
| Israel                  | 1809494155                     | English, Arabic                        |
| Italy                   | 800783713                      | English, French, Spanish               |
| Japan                   | 080010000074                   | English                                |
| Jordan                  | 080023812                      | English, Arabic                        |
| Kazakhstan              | 88003332647                    | English, Russian                       |
| Lebanon                 | 01426801, then dial 8333180670 | English, French, Arabic                |

| If you're calling from:    | Dial this number:              | First response language options |
|----------------------------|--------------------------------|---------------------------------|
| Lithuania                  | 880030455                      | English, Russian                |
| Luxembourg                 | 80080925                       | English, French, German, Dutch  |
| Malaysia                   | 1800816551                     | English                         |
| Mexico                     | 8006811529                     | English, Spanish LATAM          |
| Netherlands                | 08000222285                    | English, Dutch                  |
| New Zealand                | 0800452908                     | English                         |
| Norway                     | 80010233                       | English                         |
| Oman                       | 80075554                       | English, Arabic                 |
| Peru                       | 080077028                      | English, Spanish                |
| Philippines                | 180011180020 &<br>180084937930 | English                         |
| Poland                     | 008001113815                   | English                         |
| Portugal                   | 800180778                      | English, Portuguese             |
| Puerto Rico                | 18778474515                    | English, Spanish LATAM          |
| Romania                    | 0800895946                     | English                         |
| Russian Federation         | 88001009480                    | English, Russian                |
| Saudi Arabia               | 8008500235                     | English, Arabic                 |
| Singapore                  | 8008523920                     | English, Mandarin               |
| Slovakia (Slovak Republic) | 800042410                      | English                         |
| South Africa               | 0800991254                     | English                         |
| South Korea                | 0808775420                     | English                         |
| Spain                      | 900838439                      | English, Spanish                |
| Sweden                     | 020889233                      | English                         |
| Switzerland                | 0800557747                     | English, French, German         |
| Taiwan                     | 00809090974                    | English, Mandarin               |
| Thailand                   | 0018008528403                  | English                         |
| Ukraine                    | 0800501027                     | English, Ukrainian, Russian     |
| United Arab Emirates       | 800035704696                   | English, Arabic                 |
| United Kingdom             | 8009883764                     | English                         |
| USA                        | 8778572952                     | English                         |

| If you're calling from: | Dial this number: | First response language options |
|-------------------------|-------------------|---------------------------------|
| Uruguay                 | 0004162045729     | English, Spanish LATAM          |
| Venezuela               | 08006002345       | English, Spanish LATAM          |
| Virgin Islands (U.S.)   | 18883893479       | English                         |





## Cigna Wellbeing® App

The Cigna Wellbeing® app moves with your world. So whatever your circumstances, and wherever you are on your mental well-being journey, the tools and services to help you stay healthy and better cope with life's challenges are only a tap away.

In the Get Care section of the app, click on 'Mental Health Support'. The IEAP free phone number in your area will be displayed (if such a number is available in your country). Simply tap the number to be connected to a counsellor. Alternatively, click on 'Request a Callback' to provide your details and a counsellor will call you.

Start discovering the benefits of the Cigna Wellbeing® app today! If you're a Cigna Healthcare medical plan member, download the app from the App Store<sup>1</sup> or Google Play<sup>2</sup> for free.



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2. Google Maps, Android and Google Play are a trademark of Google Inc.



# Take a step forward with us today

We're committed to connecting you with the best care, at the right time and in the right place – no matter what life throws at you. Because the real purpose of healthcare is to help people live better lives. After all, health is everything.

The health information provided for in this document is for information purposes only and is aimed at promoting healthy habits. This information does not constitute medical advice or claim to replace the assistance that should be provided by a doctor. Cigna Healthcare does not assume any responsibility under any circumstances arising from the use, abuse, interpretation or application of any health information offered. Always ask a doctor about anything related to medical examinations, treatments, tests and health recommendations.

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