

Frequently Asked Questions

BayCare Behavioral Health to Cigna Behavioral Health

- Will our current EAP benefits be changing?
 - No, BayCare will continue to provide EAP benefits to all team members and their dependents. Contact EAP at (800) 878-5470 or BayCareEAP@baycare.org to access your EAP benefits.
- Will my current EAP therapist/Behavioral Health provider accept my insurance after I use my 6 free EAP sessions?
 - More than 98% of our current Behavioral Health providers are in the Cigna Behavioral Health Network. Be sure to check the provider directory at www.BayCareChoice.com. In addition, Cigna is attempting to contract with the providers who are currently not in their behavioral health network. With the transition to Cigna Behavioral Health, members will now have access to the largest network of providers nationwide.
- What do I do if my provider is not in the Cigna Behavioral Health network?
 - If you are currently seeking treatment from a non-network provider/facility, you will need to contact Cigna prior to services being rendered to apply for a transition of care authorization. [Click here for the form](#).
- Why am I receiving a new Cigna medical ID card?
 - Effective 7/1/2022 our Behavioral Health Benefits will be transitioning to Cigna Behavioral Health and the phone numbers are being updated on your medical ID card. If you are currently seeking treatment you will need to share your new ID card with your provider.
- What do I do if I did not receive a new Cigna medical ID card?
 - If you have not received a new ID card by 7/1/2022, you can request a new Cigna medical ID card. Contact a dedicated Cigna BayCare representative at (877) 229-4942, login to www.mycigna.com and print a temporary card or download the myCignaApp.
- Will I be able to see my provider virtually?
 - If your provider offers virtual visits, these services will continue to be covered under our plan. Be sure to check the provider directory at www.BayCareChoice.com to confirm your provider is in network.
- How does this affect the copay waiver for outpatient services?
 - BayCare has chosen to waive behavioral health copays since 2020 and will continue to evaluate the extension in alignment with the Public Health Emergency guidelines.
- What additional resources will be available to me with the transition to Cigna Behavioral Health?
 - Enhanced digital tools help improve emotional well-being and manage life events.
 - Happify: Digital self-guidance tool to help increase resilience
 - Iprevail: On-demand peer coaching and personalized learning help boost your mood and improve mental health.
- I have additional questions, who should I contact?
 - Contact a dedicated Cigna BayCare representative for more information and to learn more about our behavioral education and training offerings at (877) 229-4942, login to www.mycigna.com, or download the myCignaApp.

