

CIGNA INTRODUCES A SCHOOL SUPPORT LINE.

Offering help for students, parents and school staff dealing with mental health issues.

We are creating a path forward for future generations.

There is a growing, unmet need for mental health services for students and educators.

- ▶ One in five children and youth have a diagnosable mental health disorder, and nearly one-third show symptoms of depression.*
- ▶ 61% of educators usually feel stressed out, twice the level felt by workers in the general population. Teacher stress is linked to higher turnover, which in turn can result in lower achievement for students and higher costs for school districts.*
- ▶ Increased access to mental health services in schools is vital for early detection and intervention that can improve student resilience and ability to succeed in school. It also fosters a supportive working environment for teachers and school staff.

To help people improve mental health, both at home and at work, Cigna is partnering with school districts to provide a School Support Line for the upcoming 2020–2021 school year. The Cigna School Support Line supports schools in meeting the mental health needs of students, parents and school staff with a dedicated line staffed by advocates directing them to the resources they need, such as counseling by phone or crisis support.

About the Cigna School Support Line

The School Support Line provides support for when students, educators and parents need help 24/7/365.

The School Support Line will be available in multiple languages including English and Spanish. There will be no charge to any student, parents or school staff, whether they are a Cigna customer or not. Help is available by calling 833-MeCigna (833.632.4462).

Experts on call.

The School Support Line will be staffed by advocates who are trained in interacting with school students, parents and school staff – including legal considerations such as age of consent and mandatory reporting. Based on the needs identified by the advocates, the caller will be triaged to crisis support, community support or counseling by phone with a licensed Cigna clinician. This includes support for incidents such as bullying, isolation, and suicidal thoughts. If a student is actively suicidal with means and a plan, advocates will contact the local authorities to go to their location.

Confidential.

All calls to the School Support Line will be confidential. The School Support Line advocates will ask callers what school district they are enrolled with (or city they are from) and the age of the student. No other formal verification will be required for access to the School Support Line.

Your mental health partner.

Cigna will work directly with school districts to develop a communication plan for students, parents and school staff, educating them on how the School Support Line will work, and address questions.

The School Support Line will be available 24/7/365.

*"2017 Educator Quality of Work Life Survey," https://www.aft.org/sites/default/files/2017_eqwl_survey_web.pdf.

Together, all the way.®



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