

# How to Use the Employee Assistance Plan

## Help is just a call or a click away

There are two convenient ways to access your Employee Assistance Plan (EAP) benefits:

1. Call **866-640-2772**. Your EAP advocates are available any time, any day, for routine or urgent concerns
2. Log in to **mycigna.com > Coverage > Employee Assistance Program (EAP)** to live chat with an EAP advocate, schedule a phone consultation with a clinician, access online resources, and more.

A one-time registration is required to use mycigna.com:

- Click **Register** to create an account and set up a username and password.
- Follow the step-by-step instructions to enter your name, date of birth, and ZIP code, clicking **Next** after completing each step.
- For What best describes you, select ***I want to register for the Employee Assistance Program ONLY***.
- When you reach the Confirm Your Identity screen, follow these instructions:
  - For Employer Name or ID, enter **pcusa**
  - For Your Relationship to the Employee, select **Employee** or **Other person living in the home** (household member).
- Select your security questions.
- Create a username and password that you will use to access your EAP coverage on mycigna.com, enter your email address, review, and click **Create Account**.

**Note:** To protect your personal information, Cigna's website requires two-step authentication for online account access. When registering on mycigna.com, you will be prompted to set up two-step authentication after you create your account.

If you or a member of your household has any problems with the EAP registration process explained above, call the customer support line at 800-853-2713. When asked for an ID number or Social Security number, simply state, "I don't have it," to connect to a customer service representative.

