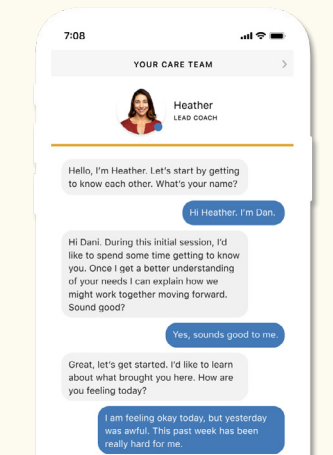




Incredible mental healthcare *when you need it.*

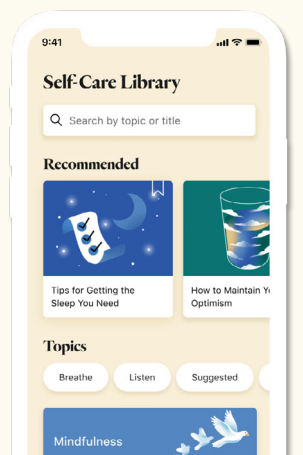
Everyone deserves access to incredible mental healthcare. That's why Ginger created the world's first integrated mental healthcare system where coaches, therapists, and psychiatrists work as a team to coordinate the best, personalized care right from your smartphone, whenever you need it. It's like a virtual clinic without the waiting room. Ginger's mental health services are in-network and accessible through your behavioral health benefits.

All your care. All in one place.



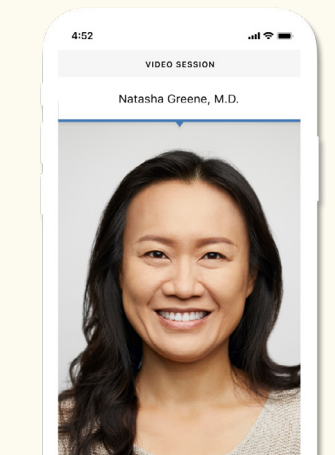
Behavioral health coaching

You'll first chat with a behavioral health coach via text, who can help you with a range of issues, like anxiety, depression, relationships, sleep, and more. Coaches offer immediate support when you need it, and are available for scheduled appointments, too.



Skill-building content

Our library of clinically-validated resources includes activities, articles, classes, podcasts, and more. In-app content is tailored to your needs and available anytime to help you build skills and work towards your goals.



Therapy + psychiatry

A coach can recommend a licensed therapist or psychiatrist to be added to your care team if you need extra support. Therapy and psychiatry sessions are video-based and offer flexible hours, including evenings and weekends.

Ready to get started?

Visit ginger.com/cigna to learn more.

Download the Ginger Emotional Support app.



Questions? Email help@ginger.com or visit us at ginger.com.

Frequently Asked Questions

What is Ginger?

Ginger offers confidential mental healthcare through behavioral health coaching via text-based chats, self-guided learning activities and content, and, if needed, video-based therapy and psychiatry. Support is available anytime (we're serious about 24/7/365), anywhere (we go where your phone goes), for a variety of mental health challenges you may be struggling with—all from the privacy of your smartphone.

How do I begin chatting with a Ginger behavioral health coach?

Download the Ginger emotional support app from your smartphone. Follow the instructions sent to your email. Enter your: First name, last name, DOB and your Member ID # to verify your eligibility. Then, answer a few simple questions, and you're ready to get started! Choose to schedule an appointment with your coach at a time that works best for you, or chat right away.

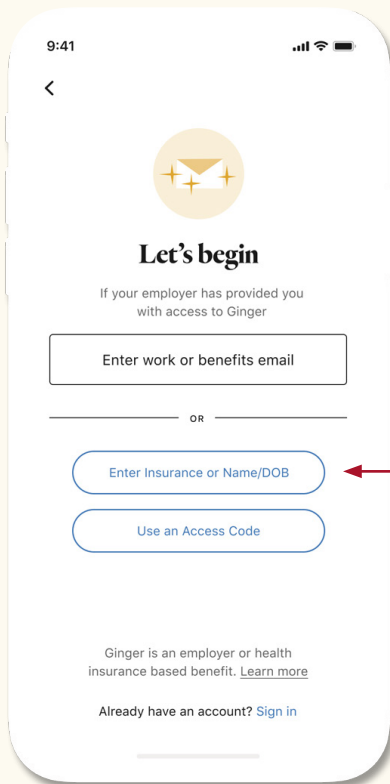
What kinds of things can a Ginger coach help me with?

With a behavioral health coach, anyone can get personalized support to help overcome life challenges and reach goals in their moment of need. Coaches can help with any issue you're struggling with such as stress, anxiety, depression, issues with work, relationships, sleep, and more.

Is there a cost for behavioral health coaching, and what is included?

Yes. Access to Ginger includes 30 days of unlimited behavioral health coaching, and Ginger's self-care content library, including learning activities, for a cost similar to a doctor's office visit. Out of pocket costs are determined by your benefit plan. Costs related to therapy and psychiatry services are separate, and determined by your benefit plan.

Getting started with Ginger: A sign-up guide for Cigna customers



To get started with Ginger, we first need to verify your eligibility. After downloading the Ginger app, you will need to enter your health plan information.

How it works

On the *Let's begin* screen, click on the second button that says “Enter insurance or Name/DOB”.

Then, enter your:

- First Name
- Last Name
- DOB
- Member ID

Your **Member ID** is always located on the front of your health insurance card, and is sometimes referred to as the Policy Number. It is not the Group Number.

Do not enter the last 2 digits of your member ID# (usually 01, 02, 03).

Still having trouble? Or have more questions?

Visit ginger.com/cigna for more information on Ginger and common FAQs for Cigna customers.

You can also reach out to Member Support by emailing help@ginger.com.