



# Mental Health Resource Guidebook

For Virgin Voyages Crew Members and their Families



[virginvoyages2024.mybenefitsapp.com/mental-health](https://virginvoyages2024.mybenefitsapp.com/mental-health)



WHAT  
YOU  
WILL  
FIND







**Resources available to all crew members:**

- Life Assistance Program
- BetterUp
- Crisis Hotlines

**Resources available to crew members  
enrolled in the Virgin Voyages medical plans  
by Cigna:**

- Therapists and Psychiatrists
- Substance Abuse
- Virtual Providers
- And More!

**Start Here**

**[VIRGINVOYAGES2024.MYBENEFITSAPP.COM/MENTAL-HEALTH](https://VIRGINVOYAGES2024.MYBENEFITSAPP.COM/MENTAL-HEALTH)**



### How to Access:

All assistance is available 24 hours a day, seven days a week with confidential support, guidance, and resources. Call (855) 357-4463 or visit [www.guidanceresources.com](http://www.guidanceresources.com)



### Available to:

All Virgin Voyages crew members and their families.



### Cost:

Calling our LAP is free, including up to six (6) counseling sessions and access to online content.

Occasionally, services beyond those covered by the LAP will have a cost, and any costs associated with a service will be fully explained.

All crew members have access to **six (6) free counseling sessions.**

## Life Assistance Program (LAP)

All crew members have access to our Life Assistance Program (LAP) through Lincoln Financial and ComPysch. This no-cost, confidential assistance is available to you and your dependents and provides access to resources such as **six (6) free counseling sessions** or a referral to an attorney, care provider, or community resource. The LAP can help you in locating referrals to resources for providers in your community. Consultations with an LAP provider include the following and more:

- Depression Management
- Stress Management/Anxiety
- Substance Abuse
- Weight Management and Tobacco Cessation Coaching
- Marital Conflict
- Child or Elder Care
- Family Conflict
- Financial or Legal Concerns
- Work-Life Resources
- Workplace Issues



Access all your Virgin Voyages benefits, ID cards, app links, and more through the [Benefits Portal](#) anytime, anywhere.



### How to Access:

Sign up. Scan the QR Code or visit [BetterUp Care](https://support.betterup.co)



### Having trouble activating your account?

Feel free to reach out to [support@betterup.co](mailto:support@betterup.co) for help.



### Available to:

All Virgin Voyages crew members only.



### Cost:

Membership and access to BetterUp Care is covered by Virgin Voyages. There is no cost to join and use the program.

All crew members have access to a dedicated coach for one-on-one support

## BetterUp Care

BetterUp Care is a covered benefit for crew members that connects you to dedicated mental fitness coaching, tools, and support so you can think, feel, and show up at your best. Whether it's managing stress, navigating change, or just finding your groove, BetterUp Care can help you get there.

### What you will get with BetterUp Care:

- A dedicated care coach for confidential one-on-one support for anything on your mind.
- Interactive programs and mood tracking for in-the-moment relief.
- Specialist coaching for expert guidance on sleep, nutrition, parenting, and more.
- Concierge service from a professional care guide to help you connect to the right support for your needs, including resources outside of BetterUp Care.

### What can you talk about with your BetterUp Care Coach?

- Work-life balance
- Navigating uncertainty, change and ambiguity
- Managing stress and increasing productivity
- Nurturing your relationships and social supports
- Practicing mindfulness and building healthy habits
- Finding balance as a working parent



Access all your Virgin Voyages benefits, ID cards, app links, and more through the [Benefits Portal](#) anytime, anywhere.





### How to Access:

Activate your [myCigna](#) account today and get started with these programs.



### Available to:

All Virgin Voyages crew members and their families enrolled in medical, dental or vision plans.



### Virgin Pulse:

Want to get active, eat healthier, manage stress and live your best life? Join Virgin Pulse offered through Cigna. This well-being program lets you connect with coworkers, friends and family for support and motivation and celebrate your successes together.

[Join Virgin Pulse](#)

Crew members enrolled in Cigna's plans have access to these programs

## Cigna Mental Health Programs

Virgin Voyages offers crew members a wide variety of wellness resources through your Cigna plan. You have access to additional programs and services to help make your life easier and healthier.

[Learn](#)

Mental health programs offered through Cigna include:

- **Omada - Mental Health** - Find healthy habits and routines that work for you
- **Ginger Behavioral Health** - Mental healthcare accessed through your smart phone
- **TalkSpace** - Online therapy to help with your mental well-being
- **Total Behavioral Health iPrevail** - Digital therapeutics program
- **Total Behavioral Health Happify** - Science based games and activities that can help with your emotional well-being
- **BrightSide** - Personalized mental health care through your smart phone
- **Meru Health** - Mental Health Support (For crew members in CA, CO & AZ)
- **Coping with OCD** - Cigna partners with telehealth therapists that specialized in treating Obsessive Compulsive Disorder OCD)



Access all your Virgin Voyages benefits, ID cards, app links, and more through the [Benefits Portal](#) anytime, anywhere.

# Crisis Hotlines

If you or someone you know is facing a crisis, use these resources:

## The Virgin Voyages Life Assistance Program

- Call (855) 327-4463

## The 988 Suicide & Crisis Lifeline

- Call 1-800-273-TALK (8255)
- Text "Connect" to 741741

## The National Substance Use Treatment Helpline

- Call 1-800-662-HELP (4357)



**If this is an emergency or you think you may harm yourself, please call 911.**



### How to Access:

Contact one of the helplines above.



### Available to:

All Virgin Voyages crew members and their families.



### Cost:

No cost.



Access all your Virgin Voyages benefits, ID cards, app links, and more through the [Benefits Portal](#) anytime, anywhere.





Get care whenever and wherever  
with minor behavioral/mental  
health virtual care



### How to Access:

Visit [myCigna.com](https://myCigna.com)

- Go to “Find Care & Costs” and enter “Virtual Counselor” under “Doctor by Type” OR
- Call MDLive at (888) 726-3171.

**Access providers 24 hours a day,  
365 days a year.**



### Available to:

All crew members and dependents enrolled in Cigna’s medical plan.



### Cost:

- \$30 Copay for the Open Access Plus PPO plan.
- Subject to deductible on the Choice Fund OAP HSA

## MDLIVE through Cigna

It’s hard to find time to take care of yourself and your family members as it is, never mind when one of you isn’t feeling well. That’s why your health plan through Cigna includes access to minor behavioral/mental health virtual care.

### Mental Health Therapy

Licensed counselors and psychiatrists can diagnose, treat and prescribe most medications for nonemergency behavioral/mental health conditions such as:

- Anxiety
- Depression
- Postpartum
- Relationships
- Trauma & Loss
- Stress
- Addictions

Whether it is late at night and your therapist isn’t available or you just don’t have the energy to leave the house, you can:

- Access care from anywhere via video or phone
- Schedule a behavioral/mental health virtual care appointment online in minutes
- Connect with licensed counselors and psychiatrists
- Have a prescription sent directly to your local pharmacy is appropriate



Access all your Virgin Voyages benefits, ID cards, app links, and more through the [Benefits Portal](#) anytime, anywhere.



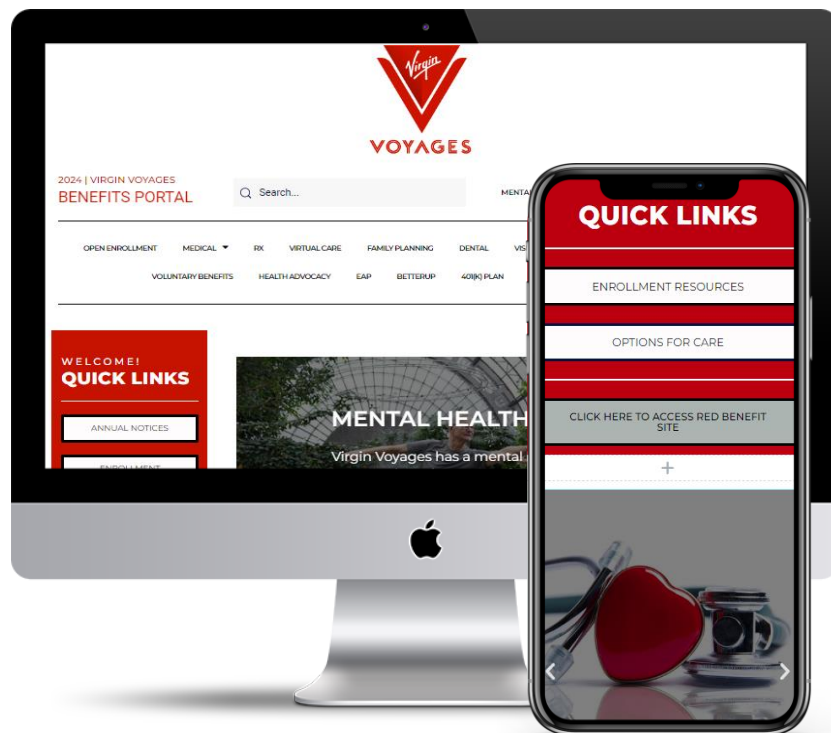


# Additional Resources

## Virgin Voyages Benefits Portal

Find all your benefits available through Virgin Voyages, ID cards, apps, and phone numbers through the [Virgin Voyages Benefits Portal](#). Save the app to your phone or tablet so it can be with you anywhere.

Click on the [Life Assistance Program](#) or [Telemedicine](#) icon for additional resources and tools to care for yourself and your family.



Scan the QR code to access Virgin Voyages Benefits Portal. To use the QR code, focus your iPhone or Android camera on the QR code.



Scan Me!



## QUESTIONS?

Connect with your People Team at  
[people@virginvoyages.com](mailto:people@virginvoyages.com)

[virginvoyages2024.mybenefitsapp.com/mental-health/](https://virginvoyages2024.mybenefitsapp.com/mental-health/)

