



WORK/LIFE RESOURCES

Frequently Asked Questions

Who is eligible for NFL Work/Life Resources?

- Any Active or Former NFL Player, eligible dependent or anyone that lives in their household.

How do I contact Cigna for information about Work/Life Resources?

- Cigna advocates are available 24 hours a day, 7 days a week, and 365 days a year.
- Phone: 866-421-8628.

What personal information will I be asked to provide?

- Name, date of birth, and address.
- Contact number, and permission to follow up with you in a few days (if applicable).
- None of this information is required, however, it helps Cigna's team better assist you.

Will my team/organization find out that I called?

- No, Cigna does not report names or personal identifiers to any NFL personnel, clubs, or organizations.
- This service is completely confidential.

What counseling services are available through Work/Life Resources?

- Confidential support.
- Get up to 8 face-to-face or virtual sessions per topic of concern per year and unlimited telephonic consultations for mental health, alcoholism or drug abuse concerns.

What other services are available through Work/Life Resources?

- Referral to legal assistance.
- Information, resources, and referral for childcare, senior care, pet care, career and education.
- Finding a Community Support Program by providing help to those who are struggling to meet basic needs, such as transportation to/from appointments, rent, clothing, routine medical equipment.



If I want to see a counselor in my local area, how do I do that?

- Cigna advocates will assist you in finding an appointment based on your preference for clinical expertise and location.
- If we conduct an appointment search for you, we will follow up within 3 business days with results.
- Our goal is for you to see a counselor within 7 to 11 business days.
- If the need is more urgent, please make the Cigna advocate aware.

How much does it cost for me or someone in my household to see an in-network counselor?

- There is no cost for up to 8 face-to-face or virtual sessions per topic of concern, and there are unlimited free telephonic consultations for mental health, alcoholism or drug abuse concerns.

What happens if I cannot find an appointment?

- Cigna advocates reach out to providers in your local area to confirm they are accepting new patients and give you their contact information.
- It is your responsibility to confirm an appointment with the provider, but Cigna will follow up with you to ensure you understand how to move forward.

What kind of legal services are provided through Work/Life Resources?

- Referrals to a licensed attorney for a free 30-minute consultation over the phone or face-to-face.
- 25% discount on most legal services by Cigna-approved attorneys.
- Not available for NFL or NFLPA related matters.

