

Health care that's there for you when and where you need it

Head-to-toe virtual care from MDLIVE.



Virtual care is making access to high-quality healthcare more convenient and affordable — for you and every covered member of your family. That's why Cigna HealthcareSM has partnered with MDLIVE[®] to offer a broad suite of convenient virtual care options — available by phone or video, and in English or Spanish



Primary Care¹

Easy, fast appointments, referrals, prescriptions, lab work and diagnostic tests

- Preventive care and wellness screenings available at no additional cost to identify conditions early.²
- Manage chronic conditions and establish a relationship with the same primary care provider (PCP) through routine care.
- Receive orders for biometrics and blood work at local facilities.³



Urgent Care

On-demand 24/7 or schedule a time that works for you

- Convenient, affordable alternative to urgent care centers and the emergency room.
- Care for many minor illnesses and injuries, such as infections, cold & flu, and sinus problems.
- Includes pediatric care, allowing your child to be seen quickly and from the comfort of their home.



Dermatology⁴

Fast, customized care for skin, hair, and nail conditions — no appointment required

- Care for common skin, hair and nail conditions including acne, eczema, psoriasis, rosacea, suspicious spots and more.
- Upload photos and describe symptoms for board-certified dermatologists to review.
- Diagnosis and customized treatment plan, usually within 24 hours.



Behavioral Care

Talk therapy and psychiatry from the privacy of home, with no waiting rooms

- Access to licensed therapists and board-certified psychiatrists.
- Schedule an appointment that works for you and have recurring sessions with the same provider.
- Care for topics such as anxiety, stress, life changes, grief and depression.



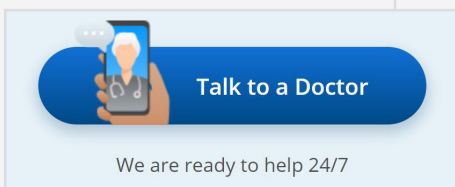
Prescriptions available through home delivery or at local pharmacies, if appropriate.

It's easy to connect to care.

Virtual care visits are convenient and easy, whether you choose on-demand care or to schedule an appointment. And you can select an appointment in English or Spanish.

1.

Access MDLIVE by logging into myCigna.com® or by using the myCigna® app.



2.

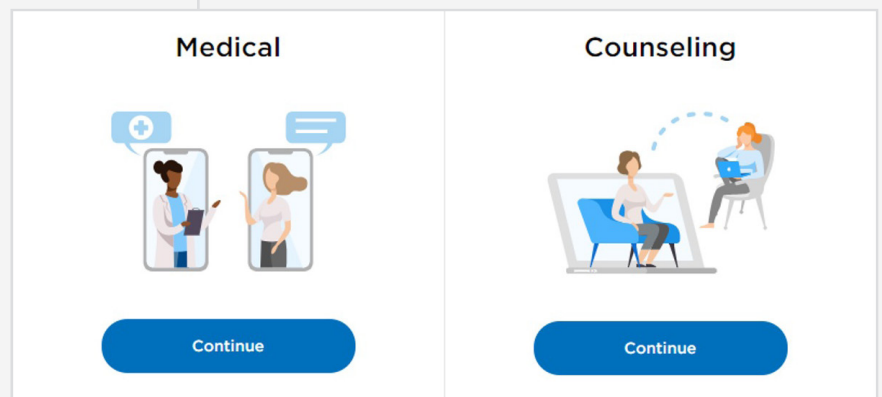
Find the “Talk to a Doctor” button on the homepage. You may have to scroll down.

3.

Select the type of virtual care you need — Medical or Counseling. Estimated cost will be shown.⁵

4.

Schedule your appointment or start your visit today.



Visit [myCigna.com](https://mycigna.com) or call MDLIVE at 888.726.3171 when you need virtual care.



1. Virtual primary care through MDLIVE is only available for Cigna Healthcare medical members aged 18 and older.
2. Appointments are required. For customers who have a non-zero preventive care benefit, MDLIVE virtual wellness screenings will not cost \$0 and will follow their preventive benefit.
3. Limited to labs contracted with MDLIVE.
4. Virtual dermatological visits through MDLIVE are completed via asynchronous messaging. Diagnoses requiring testing cannot be confirmed. Customers will be referred to seek in-person care. Treatment plans will be completed within a maximum of 3 business days, but usually within 24 hours.
5. Prices shown on myCigna are not a guarantee. Coverage falls under your plan terms and conditions.

Cigna Healthcare provides access to virtual care through national telehealth providers as part of your plan. This service is separate from your health plan's network and may not be available in all areas or under all plans. Referrals are not required. Video may not be available in all areas or with all providers. Refer to plan documents for complete description of virtual care services and costs.

In California: Services may be available on an in-person basis or via telehealth from the enrollee's primary care provider, treating specialist, or from another contracting individual health professional, contracting clinic, or contracting health facility consistent with California law. Enrollees that have coverage for out-of-network benefits may receive services either via telehealth or on an in-person basis using the enrollee's out-of-network benefits. Note: out-of-network benefits, if available, will generally include higher out-of-pocket financial responsibility and no balance-billing protections. Please refer to your benefit plan documents for specific information about your benefit plan and out-of-network benefits.

Cigna Healthcare products and services are provided exclusively by or through operating subsidiaries of The Cigna Group, including Cigna Health and Life Insurance Company (Bloomfield, CT), Evernorth Care Solutions, Inc., Evernorth Behavioral Health, Inc., Express Scripts, Inc., or their affiliates. Policy forms: OK - HP-APP-1 et al., OR - HP-POL38 02-13, TN - HP-POL43/HC-CER1V1 et al. (CHLIC); GSA-COVER, et al. (CHC-TN).

Know before you go.

Get the right care, at the right time, in the right place.



Lower Cost and time Greater				
	Virtual urgent care ¹	Local provider	Urgent care center	Emergency room
	On-demand 24/7 or schedule a time that works for you to receive care for minor medical illnesses and injuries. Prescriptions may be available if necessary. Access virtual care on the myCigna® App or myCigna.com® , or by calling MDLIVE® at 888.726.3171 . ²	Schedule an in-person appointment with a local health care provider to treat common ailments and manage care for all health conditions. Find an in-network provider on myCigna.com .	For medical conditions that aren't life threatening. Find an in-network urgent care center on myCigna.com . ²	For immediate treatment of critical injuries or illness. Open 24/7. If a situation seems life threatening, call 911 or go to the nearest ER.
Ages	All ages. Parent/guardian must accompany minors.	All ages. May vary by provider/service.	All ages. May vary by location. Confirm restrictions for infants as many have age limits.	All ages.
Conditions treated ³	<ul style="list-style-type: none"> • Colds and flu • Rashes • Sore throats • Pink eye • Ear pain⁴ • Fever⁴ • Allergies • Acne • Urinary tract infections (UTIs)⁴ and more 	<ul style="list-style-type: none"> • General health issues • Preventive care • Routine checkup • Vaccines and screenings • Acute sickness • Questions regarding health 	<ul style="list-style-type: none"> • Fever and flu symptoms • Joint pain, sprains and cuts • Minor respiratory symptoms • Stomach pains • STDs • UTIs 	<ul style="list-style-type: none"> • Sudden numbness, weakness • Uncontrolled bleeding • Seizure or loss of consciousness • Shortness of breath • Chest pain • Head injury/major trauma • Blurry or loss of vision • Severe cuts or burns • Overdose
Cost and time	<ul style="list-style-type: none"> • More affordable than in-person and urgent care or ER visit • Connect with a doctor in minutes • No need to leave work or home with visits available by phone or video 	<ul style="list-style-type: none"> • May charge copay/coinsurance and/or deductible • Usually need appointment • Short wait times 	<ul style="list-style-type: none"> • Lower cost than emergency room (ER) • No appointment needed • Waiting times vary • Available most days of the week • Often have extended hours • In-person treatment 	<ul style="list-style-type: none"> • Most expensive • Available 24/7/365 • No appointment needed • Waiting times vary • In-person treatment



Virtual care from MDLIVE

On average, virtual urgent care saves \$114 per visit.⁵ Virtual care visits are convenient and easy, whether you choose on-demand care or schedule an appointment. And you can select an appointment in English or Spanish. Visit **myCigna** and click “Talk to a Doctor” or call MDLIVE at **888.726.3171** when you need virtual care.

Health Information Line

Not sure which option is best for you? The Cigna HealthcareSM no-cost Health Information Line puts you in touch with a personal health advocate.⁶ These trained nurses are here to answer your health questions and help you make the best choice for your needs. Log in to the **myCigna App** or **myCigna.com** to chat with a health advocate today.

Know before you go. We can help.

Conveniently search for virtual or in-person care, 24/7 through **myCigna**.

Visit **myCigna.com** or download the **myCigna App**.²



1. Cigna Healthcare provides access to virtual care through participating in-network providers. Not all providers have virtual capabilities. Cigna Healthcare also provides access to virtual care through national telehealth providers as part of your plan. This service is separate from your health plan's network and may not be available in all areas or under all plans. Referrals are not required. Video may not be available in all areas or with all providers. All health care providers are solely responsible for the treatment provided to their patients; providers are not agents of Cigna Healthcare. Refer to plan documents for complete description of virtual care services and costs.
2. Customers under age 13 (and/or their parent/guardian) will not be able to register at myCigna.com.
3. This list is not all-inclusive and is for informational purposes only.
4. UTI treatment for female customers ages 18+. Fever treatment for customers ages 3 months+. Ear pain for customers ages 12+.
5. Cigna analysis comparing 2022 medical costs of MDLIVE urgent care vs. other sites of care for Cigna Healthcare commercial medical customers. Client results may vary.
6. These health advocates are trained nurses. They have a current nursing license in at least one state. When working as a health advocate, they are not practicing nursing or giving medical advice.

This information is for educational purposes only. It is not medical advice. You should consider all relevant factors and consult with your treating doctor when selecting a provider for care. During a medical emergency, go to the nearest hospital or call 911.

In California: Services may be available on an in-person basis or via telehealth from the enrollee's primary care provider, treating specialist, or from another contracting individual health professional, contracting clinic, or contracting health facility consistent with California law. Enrollees that have coverage for out-of-network benefits may receive services either via telehealth or on an in-person basis using the enrollee's out-of-network benefits. Note: out-of-network benefits, if available, will generally include higher out-of-pocket financial responsibility and no balance-billing protections. Please refer to your benefit plan documents for specific information about your benefit plan and out-of-network benefits.

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Introducing MDLIVE E-Treatment.

Making virtual urgent care even easier
and more convenient.



You can now access virtual urgent care your way and on your own time. E-Treatment is available for non-emergency illnesses and injuries – including many common, everyday conditions – without the need to interact live with an MDLIVE® doctor.¹



How does E-Treatment work?

E-Treatment gives you access to the same board-certified doctors with the same quality care you've come to expect from MDLIVE. You simply provide information about your medical history and current condition through a dynamic online questionnaire in the MDLIVE patient portal. The treating doctor will review the information you submitted and quickly deliver a diagnosis and treatment plan, including sending any necessary prescriptions³ to the pharmacy of your choice. You'll be notified through email or text when your visit summary is ready.



When should you use MDLIVE E-Treatment?

E-Treatment is a great option for common, everyday conditions when you don't want – or have time – to talk live with a doctor, or if you don't feel well enough to jump on a call or video chat. You can use MDLIVE E-treatment for conditions such as cold, flu, sinusitis, sore throat, ear pain, pink eye, UTI,² and more. Regardless of your condition, you can always make an appointment to connect live with an MDLIVE Urgent Care doctor by phone or video chat.

NOTE: MDLIVE E-Treatment does not provide emergency health services. If you're experiencing an emergency, call 911 or go to your nearest Emergency Room.



How to access MDLIVE E-Treatment

You can access E-Treatment by following these steps:

- Log into **myCigna.com**® or on the **myCigna**® App and select Talk to a Doctor to access the MDLIVE patient portal.⁴
- Select Get Started with Urgent Care on the MDLIVE homepage.
- Select E-Treatment from the options presented.
- Follow the prompts to complete your questionnaire, which will be sent to the treating doctor.



Why you should try MDLIVE virtual urgent care

1

Care for many minor illnesses and injuries, such as cold, flu, sinusitis, sore throat, ear pain, pink eye, and UTIs.²

2

Available by E-Treatment, on-demand 24/7/365 via phone/video, or schedule a same-day appointment.

3

Convenient, affordable alternative to urgent care centers and the emergency room.

4

Includes pediatric care, allowing your child to be seen quickly and from the comfort of their home.

5

Prescriptions available through home delivery or at local pharmacies, if appropriate.³

1. E-Treatment is available in U.S. states, except: Kansas, Mississippi, New Mexico, West Virginia and the District of Columbia. Cigna Healthcare provides access to virtual care through national telehealth providers as part of your plan. This service is separate from your health plan's network and all services may not be available in all areas; subject to state regulations. Referrals are not required. Video may not be available in all areas or with all providers. Refer to plan documents for complete description of virtual care services and costs.

2. UTI treatment for female patients ages 18+

3. Prescriptions are available at the physician's discretion when medically necessary. MDLIVE providers cannot renew or refill existing prescriptions through E-treatment.

4. App/online store terms and mobile phone carrier/data charges apply.

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