

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

Head-to-toe virtual care<sup>1</sup> from MDLIVE.<sup>®</sup>



It's not always easy to find time for the health care you need. After all, doctors' appointments traditionally involve time and travel. That can lead to putting off care until problems become more serious, and potentially more expensive.

**That's why Cigna Healthcare<sup>SM</sup> has partnered with MDLIVE to offer a comprehensive suite of convenient virtual care options — available by phone or video whenever it works for you.** MDLIVE board-certified doctors, dermatologists, psychiatrists and licensed therapists have an average of more than 10 years of experience, and provide personalized care for hundreds of medical and behavioral health needs.

**Now you don't have to wait — or travel — for the care you need.**

Connect by video or phone, whenever it's convenient for you. Best of all, virtual care from MDLIVE board-certified doctors is available to you and your eligible dependents as part of your health benefits.

## MDLIVE<sup>®</sup>

### Primary Care

#### Preventive care, routine care, and specialist referrals

- Preventive care checkups/wellness screenings available at no additional cost<sup>2</sup> to identify conditions early
- Routine care visits allow you to build a relationship with the same primary care provider (PCP) to help manage conditions
- Prescriptions available through home delivery or at local pharmacies, if appropriate
- Receive orders for biometrics, blood work and screenings at local facilities<sup>3</sup>

### Urgent Care

#### On-demand care for minor medical conditions

- On-demand 24/7/365, including holidays
- Care for hundreds of minor medical conditions
- A convenient and affordable alternative to urgent care centers and the emergency room
- Prescriptions available, if appropriate



## Behavioral Care


Talk therapy and psychiatry from the privacy of home

- Access to psychiatrists and therapists
- Schedule an appointment that works for you
- Option to select the same provider for every session
- Care for issues such as anxiety, stress, life changes, grief and depression

## 3 easy steps to connect to care

Virtual care visits are convenient and easy.

To schedule an appointment:

 Access MDLIVE by logging into [myCigna.com](https://myCigna.com) and clicking on “Talk to a doctor.” You can also call MDLIVE at 888.726.3171. (No phone calls for virtual dermatology)



Select the type of care you need: medical care or counseling; cost will be displayed on both [myCigna.com](https://myCigna.com) and MDLIVE



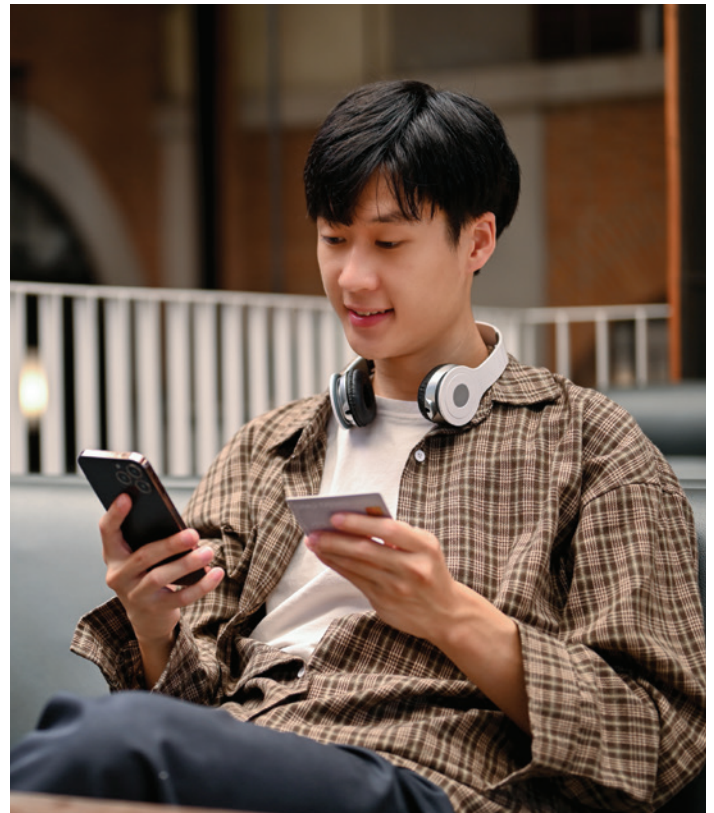
Follow the prompts for an on-demand urgent care visit, to make an appointment for primary or behavioral care, or to upload photos for dermatology care

Appointments are available via video or phone, whenever it's most convenient for you. Virtual dermatology does not require an appointment.

## Dermatology<sup>4</sup>

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

- Board-certified dermatologists review pictures and symptoms; prescriptions available, if appropriate
- Care for common skin, hair and nail conditions including acne, eczema, psoriasis, rosacea, suspicious spots and more
- Diagnosis and customized treatment plan, usually within 24 hours



Visit [myCigna.com](https://myCigna.com) to make an appointment for virtual care today.

1. 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. Virtual primary care through MDLIVE is only available for Cigna Healthcare medical members aged 18 and older.

2. 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 for virtual wellness screenings.

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.

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