

How to access MDLive at myCigna

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Hi Jana Dalton, here with another SCHOOL CARE snippet. Today I'm going to spend some time talking about MDLive and the different ways that you can access this support.

So, we've mentioned MDLive in the past or maybe you've heard some things about it. Certainly, being able to access counseling and medical support for preventive services. There are a lot of different ways that you can access this direct care and again it's available through your smart phone through your laptop or computer. You can just call people on your phone or you can use a video chat - lots of different options to be able to get support through MDLive. So, I just want to try to remove some of that mystery today. Perhaps you haven't created your own account yet or used it for your own purposes so I just want to do what I can to help you all feel a little more comfortable taking advantage of MDLive and telehealth

I'm going to start by sharing my screen and showing you how to log in to myCigna. So you log into your own myCigna account and then right from the home page it shows you an opportunity to get connected with MDLive. It doesn't say MDLive, but this is just an option.

Here it talks about talk to your doctor or nurse 24/7 using your phone tablet or computer and you're going to go there and connect now. This then opens the screen for telehealth and talks about the different options that you have to access support for preventive care. And here it talks about reviewing medical care, discussing biometrics and lab results, getting advice on diet and exercise, sharing results with your primary care physician, or even referrals to specialists. The other option is for urgent care access to board certified doctors and pediatricians again available 24/7 for cold and flu support, pink eye, sinus infection, sore throat, UTI's, or fevers. And finally we also have access to counseling from licensed therapists and psychiatrists available via an appointment.

So, if you click on connect you can get help from a specialist for anxiety, grief and loss, relationship issues, depression, and medical management. All different types of topics that you might need some support for. I'm going to click on connect and this shows me here. I clicked on the urgent care option. This is again MDLive for myCigna to get connected quickly with no more waiting in a waiting room, board certified doctors available 24/7. Talk to a doctor anytime wherever you happen to be. Again, it can be accessed right from your smartphone so as long as you have that with you then you can connect to them there. And what we would do is it shows you here I'm on a high deductible health care plan. And it shows me it would cost 55 dollars for a visit.

Click on connect and I'll just show you fast here what this looks like when you do connect to an MDLive provider. It's showing me that it sees where I'm living. I have already created an account so I would just confirm my location. Okay I got it and I would do that and then I

would be able to set up an appointment. It says you know, maybe it's me that needs help or if my you had a dependent on the plan and it'll just start walking you through. It says right now a current wait time to speak to a doctor is 10 minutes or less so again this is just how quick you can do it.

I've already created an MDLive account, so this is something I highly encourage you to do. It shows you here again appointments, messages, photos, and files. Health profile pharmacy labs coverage help and support and then certainly more details for your own account so a lot of different information here but it's pretty straightforward.

Hopefully this demonstration has helped to remove some of the mystery around setting up an MDLive account and how to use it once you do have one set up. I do recommend that you register create your account get all your information set up potentially from your laptop or computer. I do find that using a bigger screen makes that process a little easier and then you can also certainly download the MDLive app onto your smartphone. And that way you'll have easy access to telehealth from wherever you happen to be provided that you have your phone with you.

I hope this helps a bit to remove some of the mystery and you can now go in and use MDLive on your own thank you so much for joining me today and have a great day take care.