

HEALTH CARE THAT'S THERE FOR YOUR EMPLOYEES, WHEN AND WHERE THEY NEED IT.

Convenient, affordable virtual care¹ from MDLIVE.[®]



Your employees' lives are demanding. It's not always easy for them to find time for the health care they need. After all, doctors' appointments traditionally involve time and travel. This can lead to them putting off care until problems become more serious, and potentially more expensive.

That's why Cigna has partnered with MDLIVE to offer a suite of convenient virtual care options, available by phone or video, on a flexible schedule that works for your employees. Best of all, virtual care from MDLIVE board-certified doctors is available to employees and their eligible dependents as part of their health benefits.



Virtual care that helps support a healthier workforce — and bottom line.

By empowering employees with the full range of virtual care options, MDLIVE helps reduce typical barriers to care. And as a result, organizations like yours can enjoy better total population health, greater employee engagement and lower total cost of care.

MDLIVE's suite of services are:



Convenient

Provides employees with an option to get care via their phone, tablet or computer



Affordable

Virtual urgent care for minor conditions costs less than ER or urgent care center visits, and maybe even less than an in-office primary care provider visit



Simple

Allows employees to connect to care from their home or office — even on the go



Safe

Delivers care without waiting rooms or exposure to germs and contagions



Reputable

Features board-certified doctors, dermatologists, psychiatrists and licensed therapists with an average of 10+ years of experience



Primary Care

Preventive care, routine care and specialist referrals

- Preventive care checkups/wellness screenings available at no additional cost² to identify conditions early
- Routine care visits allow relationship-building 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 facilities³

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
- Flexible appointment scheduling
- Option to select the same provider for every session
- Care for issues such as anxiety, stress, life changes, grief and depression

Dermatology⁴

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

Connecting to care is as easy as 1, 2, 3.

Virtual care visits are convenient and simple. Employees can schedule an appointment in just three quick steps:

- 1** Access MDLIVE by logging into myCigna.com and clicking on “Talk to a doctor” (They can also call MDLIVE at 888.726.3171 — no phone calls for virtual dermatology)
- 2** Select the type of care needed: medical care or counseling — cost will be displayed on both myCigna.com and MDLIVE
- 3** 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

Questions?



To learn more about virtual care from MDLIVE and the impact it can make on your organization, **reach out to your Cigna account manager today.**



Virtual medical care is also offered by many providers in the Cigna network. **Contact your provider’s office to see if they offer virtual medical visits and to schedule an appointment.**⁵



1. Cigna 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 medical members aged 18 and older.
2. For legacy clients that have a non-zero preventive care benefit, customers’ preventive benefit will be applied when receiving a virtual wellness screening.
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.
5. Not all providers offer virtual care. Video chat is not available in some areas.

Product availability may vary by location and plan type and is subject to change. All group health insurance policies and health benefit plans contain exclusions and limitations. For costs and details of coverage, contact a Cigna representative.

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