

# Low-cost virtual care

Access care on your time, anytime.

Cigna Healthcare® Individual and Family insurance plans offer virtual care starting at \$0<sup>1</sup> and wellness appointments with MDLIVE®. That means 24/7/365 access to medical care—even at night, on weekends and holidays.

## Virtual care benefits

- Have a virtual urgent care visit or an annual wellness assessment with MDLIVE starting at \$0 per month
- Schedule a behavioral/mental health or dermatology<sup>2</sup> appointment online in minutes
- Get access to board-certified doctors and pediatricians as well as licensed counselors and psychiatrists—and have prescriptions sent directly to your local pharmacy

## Virtual wellness screenings

MDLIVE offers virtual wellness screenings. Screenings and the associated tests are covered at no additional cost as part of preventive care benefits for most health plans.

## Medical virtual care

MDLIVE board-certified doctors can diagnose, treat and prescribe most medications for minor medical conditions, such as:

- |                 |                |                            |
|-----------------|----------------|----------------------------|
| • Acne          | • Fevers       | • Respiratory infections   |
| • Allergies     | • Headaches    | • Shingles                 |
| • Asthma        | • Infections   | • Sinus infections         |
| • Bronchitis    | • Insect bites | • Skin infections          |
| • Colds and flu | • Joint aches  | • Sore throat              |
| • Constipation  | • Nausea       | • Urinary tract infections |
| • Diarrhea      | • Pink eye     |                            |
| • Earaches      | • Rashes       |                            |



### Did you know?

With a \$0 copay for most plans, virtual care for minor conditions costs less than ER and urgent care center visits.<sup>3</sup>

## Individual and Family Plans

Offered by Cigna Health and Life Insurance Company or its affiliates.



## Behavioral/mental health virtual care

The licensed counselors and psychiatrists available through MDLIVE provide support for issues such as:

- Addictions
- Autism
- Bipolar disorders
- Child/teen behavioral concerns
- Depression
- Domestic violence counseling
- Eating disorders
- Family concerns
- LGBTQ+ counseling
- Obsessive-compulsive disorder (OCD)
- Panic disorders
- Postpartum depression
- Trauma/PTSD

### Need MDLIVE support?

To connect with an MDLIVE virtual provider via phone, call MDLIVE 24/7 at **888.525.7713**.

To video chat, visit [myCigna.com](https://myCigna.com) or download the [myCigna App](#).<sup>4</sup>

## In addition to MDLIVE, you have access to the following virtual health programs:

### 9amHealth<sup>5</sup>

- 9amHealth offers personalized care plans for patients with diabetes and pre-diabetes (not applicable for gestational diabetes) conditions.
- 9amHealth is a virtual multi-specialty group providing management of personalized care plans, nutrition and lifestyle coaching, and clinically guided prescriptions and medication management to improve health outcomes and reduce office visits.
- Plan copay, coinsurance and/or deductible may apply.

### Heartbeat Health<sup>®6</sup>

- Heartbeat Health a national cardiology practice, an in-network provider that offers prevention, management and treatment of heart conditions.
- Get easy and convenient access to a cardiologist, physician assistant or nurse practitioner from the comfort of your home or anywhere.

 **Ready for a health insurer that's got your back and budget?**

Contact your broker and enroll in a plan today.



1. Cigna Healthcare provides access to dedicated virtual care through a national telehealth provider, MDLive located on myCigna, as part of your health plan. Providers are solely responsible for any treatment provided to their patients. Video chat may not be available in all areas or with all providers. This service is separate from your health plan's network and may not be available in all areas. \$0 virtual care benefit (no cost share) for minor acute medical care not available for all plans. HSA plans and non-minor acute medical care may apply a copay, coinsurance or deductible. Virtual care does not guarantee that a prescription will be written. Refer to plan documents for complete description of virtual care services and costs, including other telehealth/telemedicine benefits. For IL customers, a primary care provider referral may be required for specialist virtual visits.
2. 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.
3. This information is for educational purposes only. It's not medical advice. Talk with your health care provider when you need care recommendations. In an emergency, dial 911 or visit the nearest emergency room.
4. The downloading and use of the myCigna mobile app is subject to the terms and conditions of the app and the online store from which it is downloaded. Standard mobile phone carrier and data usage charges apply.
5. 9amHealth is an independent third-party service provider. Cigna Healthcare does not endorse or guarantee the products or services of any third parties and is not liable for any such products or services.
6. Heartbeat Health<sup>®</sup> is an independent third-party service provider. Cigna Healthcare does not endorse or guarantee the products or services of any third parties and is not liable for any such products or services. Heartbeat Health and its providers are solely responsible for any treatment provided to their patients. Benefits are subject to plan terms and conditions, including exclusions and limitations.

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