



# Telemedicine – MD Live

Your medical coverage offers telemedicine services through MD Live. Connect anytime day or night with a board-certified doctor via your mobile device or computer.

While telemedicine does not replace your primary care physician, it is a convenient and cost-effective option when you need care and:

- Have a non-emergency issue and are considering an after-hours health care clinic, urgent care clinic, or emergency room for treatment
- Are on a business trip, vacation, or away from home
- Are unable to see your primary care physician

## Registration is Easy

Register so you are ready to use this valuable service when and where you need it.

- **Online** – [www.mdlive.com](http://www.mdlive.com)
- **Phone** – 1-800-400-6354
- **Mobile** – Download the mobile app to your smartphone or mobile device.

## When to Use Telemedicine

Use telehealth services for minor conditions such as:

- Sore throat
- Headache
- Stomachache
- Cold/Flu
- Allergies
- Fever
- Urinary tract infections

Do not use telemedicine for serious or life-threatening emergencies.

# Have your ID card handy?

With myCigna, the answer is always “yes.”



**Big news:** You never have to worry about misplacing your ID card. It's always right there on myCigna®, whenever and wherever you need it.\*

Accessing your digital ID cards is easy.



Log in to **myCigna.com** or the **myCigna® App**



Click or tap “ID Cards”



View your card(s), as well as any dependents' card(s)\*\*



Email cards directly to doctors



Save your digital ID cards in your Apple Wallet



**Not registered on  
myCigna yet?**  
It's quick and easy.

Visit **myCigna.com®**  
or scan the QR code  
to download the  
**myCigna® App** and  
register now.



# 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.<sup>5</sup>

4.

Schedule your appointment or start your visit today.



Talk to a Doctor

We are ready to help 24/7

Medical



Continue

Counseling



Continue



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.

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# Health Care Options

Becoming familiar with your options for medical care can save you time and money.

Non-Emergency Care				
	<b>Telehealth</b> <b>Access to care via phone, online video or mobile app</b> whether you are home, work or traveling; medications can be prescribed. 24 hours a day, 7 days a week	Allergies Cough/cold/flu Rash Stomachache	\$	<b>2-5 minutes</b>
	<b>Doctor's Office</b> Generally, the <b>best place for routine preventive care</b> ; established relationship; able to treat based on medical history. Office hours vary	Infections Sore and strep throat Vaccinations Minor injuries/sprains/strains	\$	<b>15-20 minutes</b>
	<b>Retail Clinic</b> Usually <b>lower out-of-pocket cost</b> than urgent care; when you can't see your doctor; located in stores and pharmacies. Hours vary based on store hours.	Common infections Minor injuries Pregnancy tests Vaccinations	\$	<b>15 minutes</b>
	<b>Urgent Care</b> When you need <b>immediate attention</b> ; walk-in basis is usually accepted. Generally includes evening, weekend and holiday hours	Sprains and strains Minor broken bones Small cuts that may require stitches Minor burns and infections	\$\$	<b>15-30 minutes</b>
Emergency Care				
	<b>Hospital ER</b> <b>Life-threatening or critical conditions; trauma treatment;</b> multiple bills for doctor and facility. 24 hours a day, 7 days a week	Chest pain Difficulty breathing Severe bleeding Blurred or sudden loss of vision Major broken bones	\$\$\$\$	<b>4+ hours</b>
	<b>Freestanding ER</b> Services do not include trauma care; can look similar to an urgent care center, but <b>medical bills may be 10 times higher</b> . 24 hours a day, 7 days a week	Most major injuries except trauma Severe pain	\$\$\$\$\$	<b>varies</b>

Note: Examples of symptoms are not inclusive of all health issues. Wait times described are only estimates. This information is not intended as medical advice. If you have questions, please call the phone number on the back of your medical ID card.