

# THE CARE YOU NEED – WHEN, WHERE AND HOW YOU NEED IT.

Introducing Cigna Telehealth Connection.



## Choice is good. More choice is even better.

Now Cigna provides access to **two** telehealth services as part of your medical plan – **Amwell** and **MDLIVE**.

Cigna Telehealth Connection lets you get the care you need – including most prescriptions – for a wide range of minor conditions. Now you can connect with a board-certified doctor via video chat or phone, without leaving your home or office. When, where and how it works best for you!

**Choose when:** Day or night, weekdays, weekends and holidays.

**Choose where:** Home, work or on the go.

**Choose how:** Phone or video chat.

**Choose who:** Amwell or MDLIVE doctors.

Say it's the middle of the night and your child is sick. Or you're at work and not feeling well. If you pre-register on both Amwell and MDLIVE, you can speak with a doctor for help with:

- › sore throat
- › fever
- › rash
- › headache
- › cold and flu
- › acne
- › stomachache
- › allergies
- › UTIs and more

## The cost savings are clear.

Televisits with Amwell and MDLIVE can be a cost-effective alternative to a convenience care clinic or urgent care center, and cost less than going to the emergency room. And the cost of a phone or online visit is the same or less than with your primary care provider. Remember, your telehealth services are only available for minor, non-life threatening conditions. In an emergency, dial 911 or go to the nearest hospital.



Amwell and MDLIVE are only available for medical visits. For covered services related to mental health and substance abuse, you have access to the **Cigna Behavioral Health** network of providers.

- › Go to **Cignabehavioral.com** to search for a video telehealth specialist
- › Call to make an appointment with your selected provider

Telehealth visits with Cigna Behavioral Health network providers cost the same as an in-office visit.

**Together, all the way.®**



Offered by: Cigna Health and Life Insurance Company, Connecticut General Life Insurance Company or their affiliates.

# KNOW BEFORE YOU GO



Your guide for where to go when you need medical care.

	Lower <span style="float:right">Cost and time</span> <span style="float:right">Greater</span>				
	Cigna Telehealth Connection	Convenience Care clinic	Doctor's office	Urgent care center	Emergency room
	<p>Access telehealth services to treat minor medical conditions. Connect with a board-certified doctor via video or phone when where and how it works best for you. Visit the website or call to register.<sup>1</sup></p> <p><b>AmwellforCigna.com</b> 855-667-9722 <b>MDLIVEforCigna.com</b> 888-726-3171</p>	<p>Treats minor medical concerns. Staffed by nurse practitioners and physician assistants. Located in retail stores and pharmacies. Often open nights and weekends.</p>	<p>The best place to go for routine or preventive care, to keep track of medications, or for a referral to see a specialist.</p>	<p>For conditions that aren't life threatening. Staffed by nurses and doctors and usually have extended hours.</p>	<p>For immediate treatment of critical injuries or illness. Open 24/7. If a situation seems life-threatening, call 911 or go to the nearest emergency room. "Freestanding" emergency room (ER) locations are becoming more common in many areas. Because these ERs are not inside hospitals, they may look like urgent care centers. When you receive care at an ER, you're billed at a much higher cost than at other health care facilities.</p>
<b>Conditions treated<sup>2</sup></b>	<ul style="list-style-type: none"> <li>› Colds and flu</li> <li>› Rashes</li> <li>› Sore throats</li> <li>› Headaches</li> <li>› Stomachaches</li> <li>› Fever</li> <li>› Allergies</li> <li>› Acne</li> <li>› UTIs and more</li> </ul>	<ul style="list-style-type: none"> <li>› Colds and flu</li> <li>› Rashes or skin conditions</li> <li>› Sore throats, earaches, sinus pain</li> <li>› Minor cuts or burns</li> <li>› Pregnancy testing</li> <li>› Vaccines</li> </ul>	<ul style="list-style-type: none"> <li>› General health issues</li> <li>› Preventive care</li> <li>› Routine checkups</li> <li>› Immunizations and screenings</li> </ul>	<ul style="list-style-type: none"> <li>› Fever and flu symptoms</li> <li>› Minor cuts, sprains, burns, rashes</li> <li>› Headaches</li> <li>› Lower back pain</li> <li>› Joint pain</li> <li>› Minor respiratory symptoms</li> <li>› Urinary tract infections</li> </ul>	<ul style="list-style-type: none"> <li>› Sudden numbness, weakness</li> <li>› Uncontrolled bleeding</li> <li>› Seizure or loss of consciousness</li> <li>› Shortness of breath</li> <li>› Chest pain</li> <li>› Head injury/major trauma</li> <li>› Blurry or loss of vision</li> <li>› Severe cuts or burns</li> <li>› Overdose</li> </ul>
<b>Your cost and time<sup>3</sup></b>	<ul style="list-style-type: none"> <li>› Costs the same or less than a visit with your primary care provider</li> <li>› Appointments typically in an hour or less</li> <li>› No need to leave home or work</li> </ul>	<ul style="list-style-type: none"> <li>› Same or lower than doctor's office</li> <li>› No appointment needed</li> </ul>	<ul style="list-style-type: none"> <li>› May charge copay/coinsurance and/or deductible</li> <li>› Usually need appointment</li> <li>› Short wait times</li> </ul>	<ul style="list-style-type: none"> <li>› Costs lower than ER</li> <li>› No appointment needed</li> <li>› Wait times vary</li> </ul>	<ul style="list-style-type: none"> <li>› Highest cost</li> <li>› No appointment needed</li> <li>› Wait times may be long</li> </ul>

## Cigna Health Information Line

A telephone service staffed by nurses that helps you understand and make informed decisions about health issues you are experiencing, at no extra cost. It can help you choose the right care in the right setting at the right time, whether it's reviewing home treatment options, following up on a doctor's appointment, or finding the nearest urgent care center. Just call the number on your Cigna ID card. Open 24/7.

To find a specific health care facility or doctor, go to [myCigna.com](http://myCigna.com) or use the myCigna Mobile App.

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