

KNOW BEFORE YOU GO



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

Emergency room (ER): 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.

Conditions treated¹

- › Sudden numbness, weakness
- › Uncontrolled bleeding
- › Seizure or loss of consciousness
- › Shortness of breath
- › Chest pain
- › Head injury/major trauma
- › Blurry or loss of vision

Your cost and time

- › Highest cost
- › No appointment needed
- › Wait times may be long, averaging over 4 hours²

Urgent care center: For conditions that aren't life threatening. Staffed by nurses and doctors and usually have extended hours.

Conditions treated¹

- › Minor cuts, sprains, burns, rashes
- › Fever and flu symptoms
- › Chronic lower back pain
- › Minor respiratory symptoms
- › Urinary tract infections

Your cost and time

- › Costs lower than ER
- › No appointment needed
- › Wait times vary

Doctor's office: The best place to go for routine or preventive care, to keep track of medications, or for a referral to see a specialist.

Conditions treated¹

- › General health issues
- › Preventive care
- › Routine checkups
- › Immunizations and screening

Your cost and time

- › May charge copay/coinsurance and/or deductible
- › Usually need appointment
- › Short wait times

Greater

cost and time

Together, all the way.SM



Convenience care clinic: Treats minor medical concerns. Staffed by nurse practitioners and physician assistants. Located in retail stores and pharmacies. Often open nights and weekends.

Conditions treated¹

- › Common cold/flu
- › Rashes or skin conditions
- › Sore throat, earache, sinus pain
- › Vaccines

Your cost and time

- › Same or lower than doctor's office
- › No appointment needed
- › Wait times about 15 minutes or less

24/7 nurseline: In a time of illness or minor injury when you may want advice and support right away, simply call 24/7 nurseline. Call the toll free number 800.342.5773 to speak to a nurse.

Conditions treated¹

- › What are the signs of an allergic reaction?
- › What's the best way to treat my child's scraped knee?
- › How can I learn more about a specific health concern?
- › Should I see a doctor? If so, the nurseline can find you a nearby doctor.

Your cost and time

- › There's no charge to call
- › Call as often as you wish
- › No wait time

MDLIVE telehealth: Get treatment from a doctor for minor, nonemergency conditions 24/7. Use MDLIVE services anytime, from anywhere in the U.S. with a phone or computer with webcam. Call or visit

Conditions treated¹

- › Cold/flu
- › Nausea and vomiting
- › Sore throat, earache, sinus pain
- › Allergies
- › Pink eye

Your cost and time

- › Only \$38 a visit
- › Appointments in an hour or less
- › Available 24/7/365
- › No need to leave home or work

cost and time

Lower

To find a specific health care facility or doctor, go to myCigna.com or use the myCigna Mobile App.³



1. List is not all-inclusive.

2. "America's Emergency Care Environment, A State-by-State Report Card – 2014", American College of Emergency Physicians (ACEP).

3. The downloading and use of the App is subject to the terms and conditions of the App and the online stores from which it is downloaded. Standard mobile phone carrier and data usage charges apply.

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