

# ZERO IN ON \$0 VIRTUAL CARE



## The doctor is always in with Cigna virtual care.

Cigna is focused on making sure you get the right kind of care, right when you need it - and at a price that works for you. \$0 virtual care is just one of the ways Cigna makes it happen.<sup>1</sup>

- Access care from anywhere via video or phone.
- Get medical virtual care 24/7/365 - even at night, on weekends and on holidays.
- Schedule a behavioral/mental health virtual care appointment online in minutes.
- Connect with quality board-certified doctors and pediatricians as well as licensed counselors and psychiatrists.
- Have a prescription sent directly to your local pharmacy, if appropriate.
- New for 2022, wellness assessments are available at no cost.

## Convenience and savings - what a combo.

With a \$0 copay for most plans, medical virtual care for minor conditions costs less than ER and urgent care center visits.

To learn more, contact:

Together, all the way.®



Insured by Cigna Health and Life Insurance Company, Cigna HealthCare of Arizona, Inc., Cigna HealthCare of Georgia, Inc., Cigna HealthCare of Illinois, Inc. or Cigna HealthCare of North Carolina, Inc.

## Medical virtual care

MDLive Board-certified doctors and pediatricians can diagnose and treat, as well as prescribe most medications for, minor medical conditions, such as:

- Acne
- Allergies
- Asthma
- Bronchitis
- Cold and flu
- Constipation
- Diarrhea
- Earaches
- Fever
- Headache
- Infections
- Insect bites
- Joint aches
- Nausea
- Pink eye
- Rashes
- Respiratory infections
- Shingles
- Sinus infections
- Skin infections
- Sore throats
- Urinary tract infections

## Behavioral/mental health virtual care<sup>2</sup>

The licensed counselors and psychiatrists available through MDLive provide counseling for many different issues, such as Child/Teen Behavioral Issues, Family Issues, Domestic Violence Counseling, LGBTQ Counseling, and many other types of support.

- Addictions
- Autism
- Bipolar disorders
- Depression
- Eating disorders
- OCD
- Panic disorders
- Postpartum depression
- Trauma/PTSD

## Virtual wellness screenings

Preventive check-up is available with virtual wellness screenings through MDLive.

- Complete MDLive health assessment online
- Schedule an appointment with the in-network lab<sup>3</sup> during the day, evening or weekend
- Choose an MDLive provider and schedule your virtual visit
- Attend virtual visit from anywhere via video or phone and receive a summary of your screening results for your records
- Virtual wellness screenings and the associated labs for the visit are covered at no cost, as a part of the preventive care benefits for most health plans<sup>4</sup>

## How to access MDLive support

**Call or click to access board-certified doctors. To connect with an MDLive virtual provider:**

- To talk, simply call MDLive 24/7 at **888.525.7713**
- To video chat, visit **myCigna.com** or download the myCigna® App.<sup>5</sup>



Notice for North Carolina residents: Your actual expenses for covered services may exceed the stated coinsurance percentage or copayment amount because the actual provider charges may not be used to determine plan and member payment obligations.

1. Cigna 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 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. Standard cost share applies for any Behavioral Health visits with a network provider. 3. Limited to labs contracted with MDLIVE for virtual wellness screenings. 4. Not applicable to exempt plans with cost share. See your plan documents for details. 5. 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.

All Cigna products and services are provided exclusively by or through operating subsidiaries of Cigna Corporation, including Cigna Health and Life Insurance Company, Cigna HealthCare of Arizona, Inc., Cigna HealthCare of Georgia, Inc., Cigna HealthCare of Illinois, Inc., and Cigna HealthCare of North Carolina, Inc. All health insurance plans contain exclusions and limitations and are not available in all areas. For costs and details of coverage, review plan documents. The Cigna name, logo, and other Cigna marks are owned by Cigna Intellectual Property, Inc.

960959 09/21 © 2021 Cigna. Some content provided under license.