

Registering for telehealth services through MDLIVE for the first time will now earn you one wellness point! To access and register for these services through MDLIVE, please see the below instructions:



**You can access MDLIVE from your desktop or mobile phone with a single sign-on through [myCigna.com](https://myCigna.com) by following these steps:**

Current Rate:

**\$45/visit**

To access MDLIVE through myCigna.com, login and select the “Find Care & Costs” tab:

Scroll down and click on “View Details” under the “Talk to a doctor or nurse 24/7 box”.



Home

**Find Care & Costs**

Coverage

Claims



### Talk to a doctor or nurse 24/7

Talk directly with a board-certified doctor or nurse via phone or video for help with minor, non-life threatening conditions at your convenience, any day of the week, 24/7, including holidays.

[View Details](#)

Click on “Connect Now” to be connect to a board-certified doctor for help with a minor, non-life threatening condition. The first time you do it, it you will be asked to register. It’s that easy! You can also talk to a nurse at no cost to you if you are unsure of what type of care you need.

## Talk to a Doctor or Nurse 24/7

Connect anytime with a doctor or nurse using your phone, tablet or computer

### Talk to a Nurse

**FREE**

Choose this option if you’re not sure what type of care you need. Talking to a nurse can help you determine the right care plan.

**Call 800-237-2904**

### Online Doctor Visits

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Choose this option to talk directly with a board-certified doctor for help with minor, non-life threatening conditions. [Click here for a list of commonly treated conditions.](#)

**Connect Now**

MDLIVE<sup>®</sup> for Cigna<sup>®</sup>

[Show More Options](#)

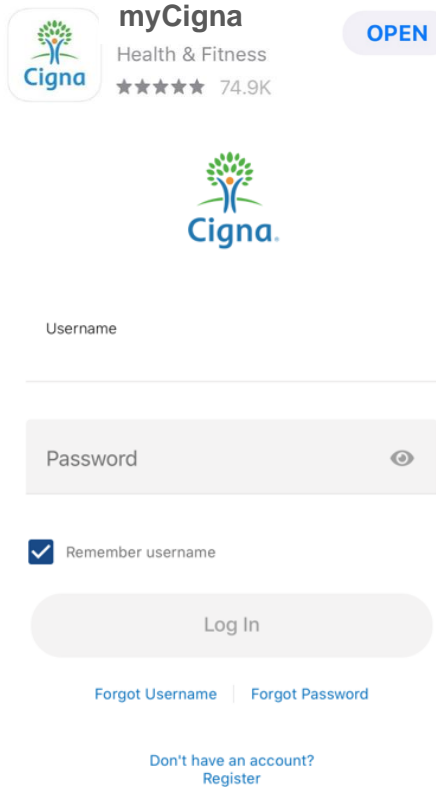
**You can also access MDLIVE directly at MDLIVEforCigna.com or by calling 888.726.3171.**

*\*Note: if you do not go through myCigna.com or use the site above, you will not get the discounted pricing that BorgWarner receives and will instead pay **\$79/visit**.*

## To access MDLIVE through the MyCigna mobile app, use the following instructions:

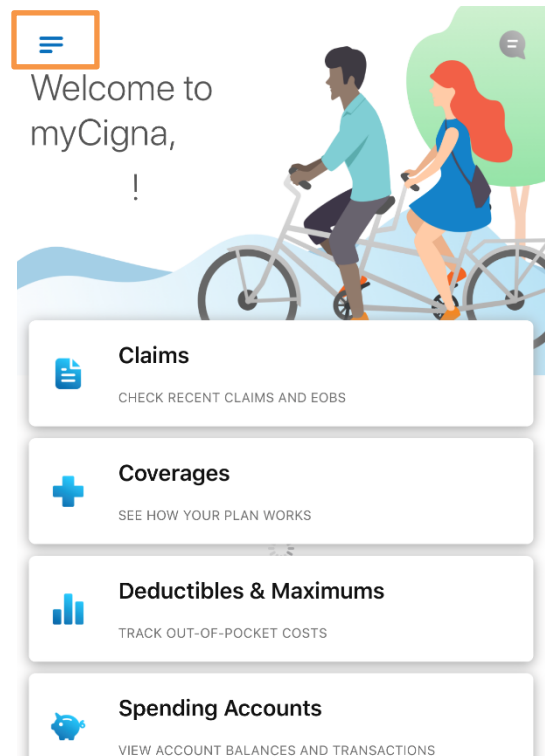
### 1. Download the MyCigna App

Download the myCigna app from the app store and open to the login screen.



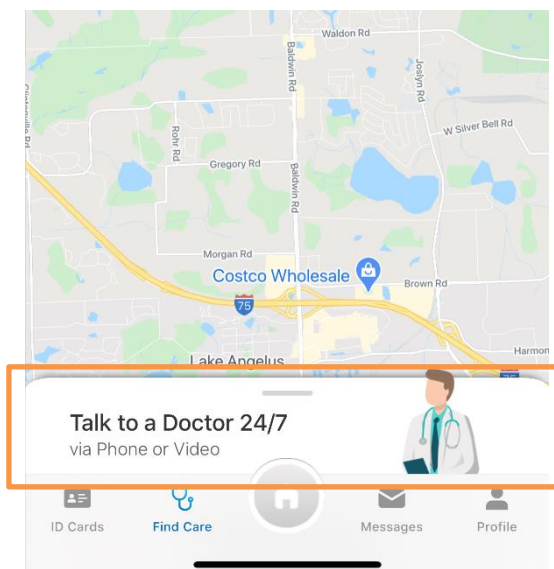
### 2. Go to Your Homepage

On the homepage of the app, click on the List Icon in the upper left-hand corner.



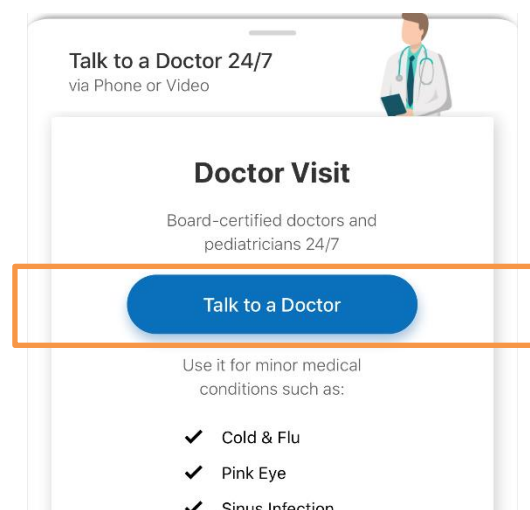
### 3. Click on the Telehealth Link

Click on "Talk to a Doctor 24/7".



### 4. Connect to a Doctor

Click on "Talk to a Doctor".



# How to Use Medical Telehealth Services

## Via Phone



### Step 1: Call toll-free

Employee calls toll-free hotline available 24/7/365 including holidays.  
MDLIVE: 888.726.3171.



### Step 2: Speak with a coordinator

A consultation coordinator locates the next available doctor and prepares employee for the consultation.



### Step 3: Speak with the doctor

Once an available doctor is located, the system automatically calls and connects the doctor to the employee.

## Via Video Conference

(i.e. Facetime/webcam, etc.)



### Step 1: Visit website

Employee seamlessly accesses services with a single sign-on via myCigna.com or visits each vendor's website and mobile app directly.



### Step 2: Find a doctor

System helps the employee search for a doctor by a criterion, such as specialty, language, gender, location, or simply finds the next available doctor.



### Step 3: See the doctor online

Once an available doctor is located, the system automatically connects the doctor to the patient through video.

## Post-Visit



### Email communication

Employee can elect for consultation history to be sent a personal doctor.



### Prescription services

MDLIVE doctors may prescribe medication when appropriate and send the prescription directly to their pharmacy. \*

*\*MDLIVE cannot guarantee that a prescription will be written. Not all prescriptions are available.*

#### Note:

- All major credit/debit cards are accepted as forms of payment.
- Your visit will tie in to your deductible and out-of-pocket max for the plan year.
- Translation services are available by phone and web. TTY/TDD service: Call 711 then enter 800-770-5531.



### General Health

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



### Pediatric

- Cold and flu
- Constipation
- Earaches
- Nausea
- Pinkeye

Common Conditions  
treated by MDLIVE  
doctors