

MDLive Telehealth – myCigna – Instructions for using (Website)

When logged into your myCigna account, click on either “See Details” under the updates or the “Connect Now” under your Health Team

The screenshot shows the myCigna website dashboard. At the top, there is a navigation bar with links for Home, Find Care & Costs, Claims, Coverage, Spending Accounts, Prescriptions, and Wellness. Below the navigation bar, there is a welcome message and several key metrics:

- Medical Coverage Status:** In-Network Deductible Remaining: **\$2,085²⁴**. **You pay the deductible**. This is a family deductible. Costs for covered services paid by each family member contribute to this until it's met. Eligible in-network preventive care is covered 100% by your plan. [View coverage details](#)
- Spending Accounts:** Health Reimbursement Account (HRA): **\$1,283⁹⁰** as of 9/9/21. Flexible Spending Account (FSA): **\$0⁰⁰** 1/1/21 - 12/31/21.
- Family Incentives:** Points earned: **6** out of 7 Points. [View my incentives](#)

Below these metrics, there are two main sections:

- Latest Updates:** A list of updates with a filter for "All (17)" and a sort by "Recommended". The first update is highlighted with an orange box: "With your worksite health center, care is only a click or call away From your employer | [See details](#)". Other updates include "Where to go when care is urgent." and "Save up to 75%* on lab work when you use in-network labs like LabCorp and Quest."
- My Health Team:** A section for managing health team members. It includes "My Primary Care Provider" and "My Dentist", both with "Change" links. There is also a "Manage My Health Team" link. At the bottom of this section, there is a "Connect Now" button highlighted with an orange box, with the text "Talk to a doctor or nurse 24/7 using your phone, tablet, or computer."

Next, click “Connect” under Urgent Care

The screenshot shows the "Talk to a Doctor or Nurse 24/7" page. The header reads "Talk to a Doctor or Nurse 24/7" and states "Cigna has partnered with top telehealth providers, so you can easily connect with board-certified doctors and pediatricians 24/7." Below the header, there are three main service categories, each with a "Connect" button:

- Urgent Care:** Board-certified doctors and pediatricians available 24/7. [Connect](#) (highlighted with an orange box).
 - ✓ Cold & flu
 - ✓ Pink eye
 - ✓ Sinus infection
 - ✓ Sore Throat
 - ✓ UTI (Females Only)
 - ✓ Fever
- Counseling:** Licensed therapists and psychiatrists available via appointment. [Connect](#)
- Dentist:** Speak with a dentist from the convenience of your home 24/7. [Connect](#)
 - ✓ Dental pain
 - ✓ Oral sores, swelling or infections
 - ✓ Sensitive teeth
 - ✓ Medication management

At this screen click “Connect” to utilize MDLive for CIGNA. If it’s your first time using MDLive, you will need to register.

Home Find Care & Costs Claims Coverage Spending Accounts Prescriptions Wellness

< Telehealth options for Medical Visits

MDLIVE for Cigna®

Over 65,000 Cigna members have saved trips to the doctor this year! 4 of 5 Cigna members recommend MDLIVE - [Read Reviews](#)

MDLive's friendly, board-certified doctors are professionally trained to use virtual technology to treat many non-emergency conditions such as cold & flu, fever, sinus infection, and more.

- Get connected quickly. No more lost time in waiting rooms
- Board-certified doctors are available 24/7 for immediate care
- Talk to a doctor anytime, from any location at your convenience
- Prescriptions can be sent directly to your local pharmacy if medically necessary

\$55.00 YOUR COST

Connect

Video & Phone

MDLive Telehealth – myCigna – Instructions for using (Mobile App)

From your home screen, click on the “Find Care” magnifying glass at the bottom.

Welcome to myCigna,

Claims
CHECK RECENT CLAIMS AND EOBs

Coverages
SEE HOW YOUR PLAN WORKS

Deductibles & Maximums
TRACK OUT-OF-POCKET COSTS

Spending Accounts
VIEW ACCOUNT BALANCES AND TRANSACTIONS

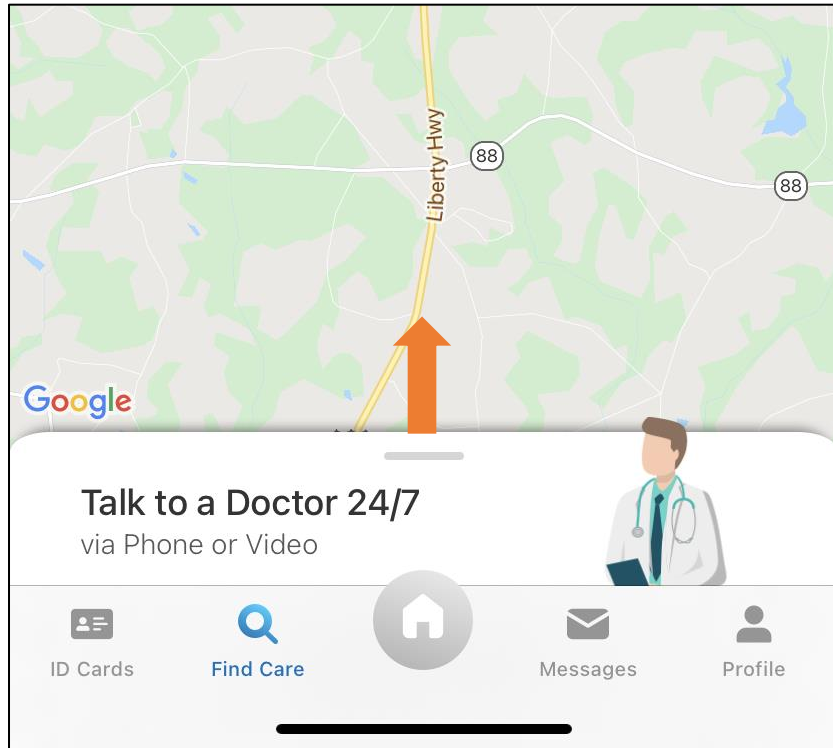
Prescriptions
MANAGE PRESCRIPTIONS, REFILLS, AND HOME DELIVERY

Wellness & Incentives

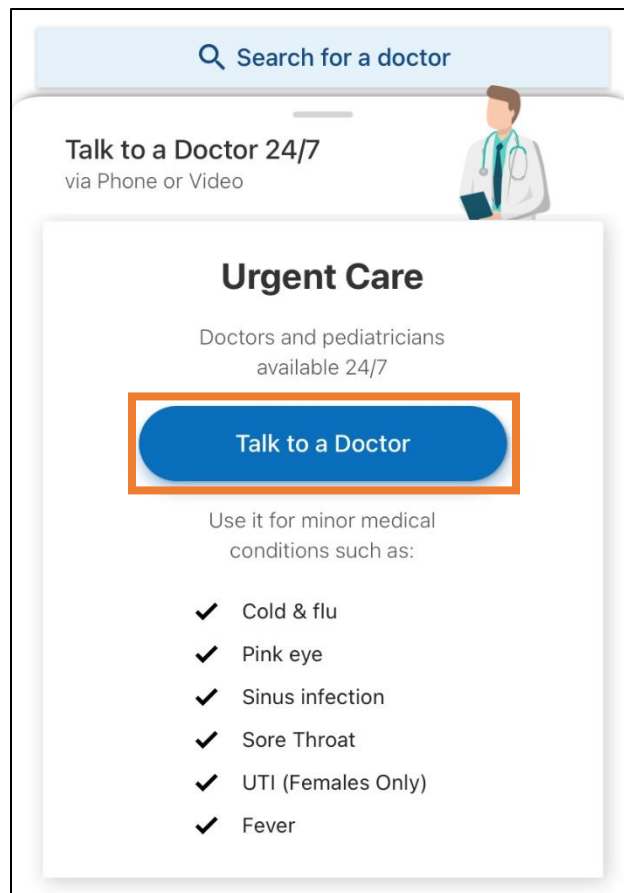
Alerts (2)

ID Cards Find Care Home Messages Profile

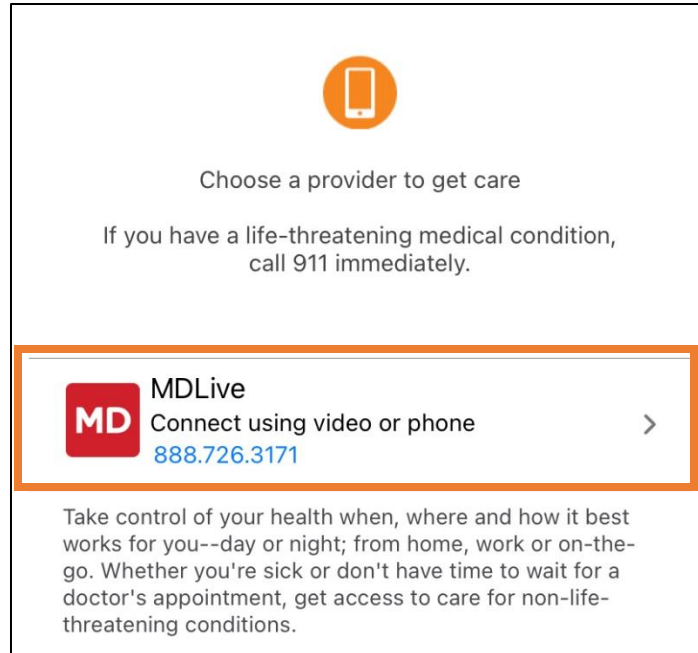
When at the map, swipe up the “Talk to a Doctor 24/7”



Click the “Talk to a Doctor” button



You will be taken to the MDLive for Cigna screen. Click on this.



From the telehealth screen, you can click on “Search for providers” to speak to a doctor. If it’s your first time using MDLive, you will need to register.

