

CIGNA TELEHEALTH CONNECTION

The care you need –
when, where and how you need it.

Offered by Cigna Health and Life Insurance Company or its affiliates.

Together, all the way.®

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Cigna Telehealth Connection overview

What is it?



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!



Many of our **Cigna Behavioral Health** contracted providers are also available (not through MDLIVE or Amwell) for telehealth video consultations during the providers' regular business hours.

If you are seeking a behavioral health provider, search the provider directory on **Cignabehavioral.com** using “Telehealth Specialty.”

All customers with Behavioral benefits will have access to this benefit starting January 1, 2017 regardless of whether Cigna Telehealth Connection medical telehealth vendors are implemented.

Availability of MDLIVE and Amwell services is expected for January 1, 2017 but may vary by location and is subject to change. Not all providers have video chat capabilities. Video chat is not available in all areas. Amwell/MDLIVE services are separate from your health plan's provider network. Telehealth services may not be available to all plan types. A primary care provider referral is not required for Amwell/MDLIVE services. See your plan materials for costs and details of coverage, including other telehealth/telemedicine benefits that may be available under your specific health plan. Amwell and MDLIVE do not guarantee that a prescription will be written. Not all prescription drugs may be covered under your medical plan.



Why telehealth?

Potential health care challenges



- Lengthy wait for appointments
- Need to miss work for appointments
- Hours spent in crowded waiting rooms
- Difficulty finding cost-effective care off-hours

Telehealth solutions



- Cost efficiency
 - The cost of a phone or online visit is the same or less than with your primary care provider
- Greater access (24/7/365) with appointments usually in less than an hour
- Convenience – no need to leave the house or work
- Integration of care*

*With patient permission, consult information is shared with primary care physician following visit with Amwell or MDLIVE.

Conditions treated by telehealth doctors

Medical telehealth



General health

- Acne
 - Allergies
 - Asthma
 - Bronchitis
 - Colds and flu
 - Diarrhea
 - Earaches
 - Fevers
 - Headaches
 - Infections
 - Insect bites
 - Joint aches
 - Nausea
 - Pinkeye
 - Rashes
 - Respiratory infections
 - Sinus infections
 - Skin infections
 - Sore throats
 - Urinary tract infections
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Pediatric care

- Colds and flu
 - Constipation
 - Earaches
 - Nausea
 - Pinkeye
-

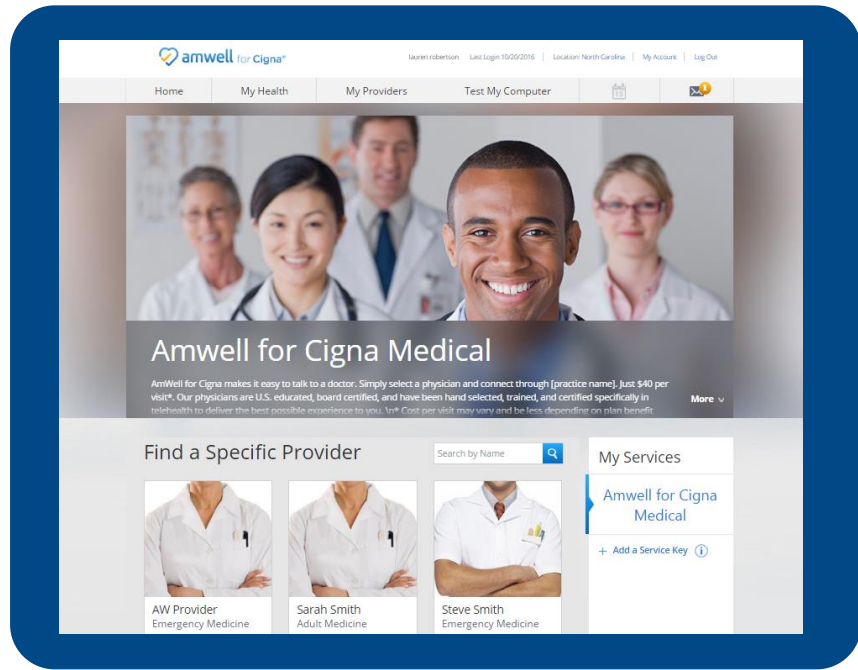
In general, to be covered by your plan, services must be medically necessary and used for the diagnosis or treatment of a covered condition. All group health insurance policies and health benefit plans contain exclusions and limitations. See your plan materials for costs and details of coverage, including other telehealth/telemedicine benefits that may be available under your specific health plan.



Cigna Telehealth Connection



AmwellforCigna.com Toll-free: 855.667.9722



MDLIVEforCigna.com Toll-free: 888.726.3171



Cigna Telehealth Connection

Behavioral telehealth



Cignabehavioral.com

MEMBERS

I want to ...

- ▶ Login to access your benefits
- ▶ Education & Resource Center
- ▶ Centro de educación y recursos
- ▶ Forms (includes California GRIEVANCE FORM)
- ▶ Find a Therapist/Psychiatrist/Hospital
- ▶ Contact Us
- ▶ More ... (including our Disaster Resource Center)

BENEFITS MANAGERS

LIVE Well MENTALLY

Podcasts from Cigna Experts

Listen to podcasts from Cigna experts to learn about health, wellness, and how to use your health care plan. Find new additions monthly or explore our library at [health-info-podcasts](#).

[Audio Artículos - Español](#)
Escuche podcasts sobre diversos temas de salud grabados en español.
[Ver Biblioteca.](#)

Click to Chat for EAP members

EAP LIVE CHAT
is currently unavailable
Business Hours:
Monday - Friday 8 a.m. - 4 p.m. CST

Disaster Resource Center

The materials on this site were selected to help people cope with a variety of disasters, crises, and challenging situations. [Click here](#) to explore these materials and resources.

[Información y recursos - Español](#)
Haga clic [aquí](#) para acceder a los materiales relacionados con desastres.

Resources for Teens, Kids and Young Adults

Click to access a gateway of information and supportive resources compiled especially for young people ages 7-25 and the adults who care about them.

Find a behavioral health provider by searching the provider directory on Cignabehavioral.com, using “Telehealth Specialty.”



How it works

Medical telehealth

Register with one or both telehealth providers



Register online

Register online with one or both to use the service when needed

By phone



Step 1: Call toll-free

Call the toll-free hotline available 24/7/365, including holidays. MDLIVE: 888.726.3171. Amwell: 855.667.9722.



Step 2: Speak with a coordinator

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



Step 3: Speak with the doctor

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

Post-visit



Email communication

Decide if the consultation history will be sent to your primary care provider.

By videoconference



Step 1: Visit website

Visit the Amwell or MDLIVE website or download each mobile app* and log in with username and password.



Step 2: Find a doctor

Search for a doctor by a criteria, such as specialty, language, gender, location or simply find the next available doctor.



Step 3: See the doctor online

Once an available doctor is located, the system automatically connects the doctor to you.



Prescription services

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

Health care services are delivered by Amwell and MDLIVE participating doctors and not by Cigna. Providers are solely responsible for the treatment provided. Availability may vary by location and is subject to change. See vendor sites for details. *The downloading and use of any mobile app is subject to the terms and conditions of the mobile app and the online store from which it is downloaded. Standard mobile phone carrier and data usage charges apply. **Amwell and MDLIVE do not guarantee that a prescription will be written. Not all prescriptions are available.



CIGNA TELEHEALTH CONNECTION BEHAVIORAL TELEHEALTH

Product details specific to behavioral Telehealth



Cigna Telehealth Connection

Behavioral telehealth product details*

Base features

- If your health plan includes mental health/substance abuse benefits administered by Cigna, you will have the option to see providers for individual therapy or medication management through video-based services, through the Cigna Behavioral Health network of providers
- There is no additional cost to you
- Same cost share applies to video-based services as to face-to-face services
- You will be able to identify providers who specialize in telehealth on the **Cignabehavioral.com** provider directory

Note: Services will be provided through the Cigna Behavioral Health network, not through Amwell or MDLIVE.

*All customers with Behavioral benefits will have access to this benefit starting January 1, 2017 regardless of whether Cigna Telehealth Connection medical telehealth vendors are implemented.



Amwell and MDLIVE are independent companies/entities and are not affiliated with Cigna. The services and websites are provided exclusively by Amwell and MDLIVE and not by Cigna. Providers are solely responsible for any treatment provided. Not all providers have video chat capabilities. Video chat is not available in all areas. Amwell/MDLIVE services are separate from your health plan's provider network. Telehealth services may not be available to all plan types. A Primary Care Provider referral is not required for Amwell/MDLIVE services.

In general, to be covered by your plan, services must be medically necessary and used for the diagnosis or treatment of a covered condition. Not all prescription drugs are covered. Product availability may vary by location and plan type and is subject to change. All group health insurance policies and health benefit plans contain exclusions and limitations. See your plan materials for costs and details of coverage, including other telehealth/telemedicine benefits that may be available under your specific health plan.

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