

Ready for your virtual care visit?

Easy steps to get the most from your appointment.

MDLIVE® virtual care¹ visits can save you a trip to an urgent care or ER by giving you easy access to care on your phone or computer. You can talk with a doctor about minor health issues like a cough, a cold, the flu or prescriptions. And virtual visits are available in English or Spanish.

You can see how easy MDLIVE is for yourself by watching this quick [video](#). When you're ready to schedule your visit, just log into [myCigna.com](#)^{®,2} complete your health profile, then click on "Talk to a doctor" or call MDLIVE at **888.726.3171**.

Before your visit

- List the health concerns you want to talk about, and any health conditions you have.
- List ALL medications you take – prescriptions, over-the-counter medications and supplements.
- Find a quiet, private place where you can talk and listen.
- Make sure you have a good cell phone or internet connection (and make sure there's no bright light if you're using video).
- Have something you can use to take notes.

During your visit

- Introduce yourself to the doctor and let them know what cultural preferences you may have.
- Inform the doctor of your concerns and the reason for your visit.
- Confirm your preferred pharmacy with the doctor for any prescriptions.
- If you like, you can ask your MDLIVE doctor to share your diagnosis and treatment plan with your doctor.

After your visit

Follow the doctor's recommendations regarding:

- Monitoring your symptoms.
- Filling and taking prescription medications as indicated.
- Scheduling follow-up appointments.



Ready to get started?

Call MDLIVE at **888.726.3171**.

OR

Log into [myCigna.com](#) and click on "Talk to a doctor."



This information is for educational purposes only. It's not medical advice. Talk with your health care provider when you need care recommendations. In an emergency, dial 911 or visit the nearest emergency room.

1. Cigna Healthcare provides access to virtual care through participating in-network providers. Not all providers have virtual capabilities. Cigna Healthcare also provides access to virtual care through national telehealth providers as part of your plan. This service is separate from your health plan's network and may not be available in all areas or under all plans. Referrals are not required. Video may not be available in all areas or with all providers. All health care providers are solely responsible for the treatment provided to their patients; providers are not agents of Cigna Healthcare. Refer to plan documents for complete description of virtual care services and costs.

2. If you haven't created a myCigna account, go to [myCigna.com](#)[®] and click "Register." Follow the instructions to complete the short form and click "Submit." Customers under 13 years old will not be able to register and/or have their parent/guardian register on their behalf at [myCigna.com](#). App/online store terms and mobile phone carrier/data charges apply.

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