KNOW BEFORE YOU GO

Your guide for where to go when you need medical care.

Lower — Cost and time — Greater

	Cigna Telehealth Connection	Convenience Care clinic	Doctor's office	Urgent care center	Emergency room
	Access telehealth services to treat minor medical conditions. Connect with a board-certified doctor via video or phone when where and how it works best for you. Visit the website or call to register.[1] AmwellforCigna.com 855-667-9722 MDLIVEforCigna.com 888-726-3171	Treats minor medical concerns. Staffed by nurse practitioners and physician assistants. Located in retail stores and pharmacies. Often open nights and weekends.	The best place to go for routine or preventive care, to keep track of medications, or for a referral to see a specialist.	For conditions that aren't life threatening. Staffed by nurses and doctors and usually have extended hours.	For immediate treatment of critical injuries or illness. Open 24/7. If a situation seems life-threatening, call 911 or go to the nearest emergency room. "Freestanding" emergency room (ER) locations are becoming more common in many areas. Because these ERs are not inside hospitals, they may look like urgent care centers. When you receive care at an ER, you're billed at a much higher cost than at other health care facilities.
Conditions treated[2]	› Colds and flu › Rashes › Sore throats › Headaches › Stomachaches › Fever › Allergies › Acne › UTIs and more	› Colds and flu › Rashes or skin conditions › Sore throats, earaches, sinus pain › Minor cuts or burns › Pregnancy testing › Vaccines	› General health issues › Preventive care › Routine checkups › Immunizations and screenings	› Fever and flu symptoms › Minor cuts, sprains, burns, rashes › Headaches › Lower back pain › Joint pain › Minor respiratory symptoms › Urinary tract infections	› Sudden numbness, weakness › Uncontrolled bleeding › Seizure or loss of consciousness › Shortness of breath › Chest pain › Head injury/major trauma › Blurry or loss of vision › Severe cuts or burns › Overdose
Your cost and time	› Costs the same or less than a visit with your primary care provider › Appointments typically in an hour or less › No need to leave home or work	› Same or lower than doctor's office › No appointment needed	› May charge copay/ coinsurance and/ or deductible › Usually need appointment › Short wait times	› Costs lower than ER › No appointment needed › Wait times vary	› Highest cost › No appointment needed › Wait times may be long, averaging over 4 hours[3]

Cigna Health Information Line

A telephone service staffed by nurses that helps you understand and make informed decisions about health issues you are experiencing, at no extra cost. It can help you choose the right care in the right setting at the right time, whether it's reviewing home treatment options, following up on a doctor's appointment, or finding the nearest urgent care center. Just call the number on your Cigna ID card. Open 24/7.

To find a specific health care facility or doctor, go to myCigna.com or use the myCigna Mobile App.[4]

Together, all the way.®

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1. Amwell/MDLIVE are independent companies/entities and are not affiliated with Cigna. The services, websites and mobile apps are provided exclusively by Amwell/MDLIVE and not by Cigna. 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 in all areas or under all plan types. A Primary Care Provider referral is not required for Amwell/MDLIVE services.
2. List is not all-inclusive.
3. American College of Emergency Physicians, "America's Emergency Care Environment, A State-by-State Report Card – 2014". February, 2014.
4. The downloading and use of the App is subject to the terms and conditions of the App and the online stores from which it is downloaded. Standard mobile phone carrier and data usage charges apply.

The information provided here is intended to be general information on how you can get the most out of your plan and your health care dollars. It is not intended as medical advice. You should consider all relevant factors and to consult with your treating doctor when selecting a health care professional or facility for care. During a medical emergency, go to the nearest hospital or call 911. Healthcare professionals and facilities that participate in the Cigna network and the AmWell/MDLIVE programs are independent contractors solely responsible for the care and services delivered to their patients. They are not agents of Cigna.

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