Removing barriers. Boosting access.

Virtual care[1] from MDLIVE® delivers quality, flexibility, and savings.

MDLIVE for Cigna Healthcare® offers reliable 24/7 health care by phone or video. Our national network of board-certified doctors, pediatricians, dermatologists, psychiatrists, and therapists provides personalized care for hundreds of medical and behavioral health needs.

MDLIVE helps clients provide effective, convenient care from head to toe.

Our four flexible benefit level options can be configured at a reduced cost share to help guide employees to affordable, convenient care:

- **Urgent care**
  On-demand reliable care for injuries and illnesses, available 24/7/365
- **Primary care**
  Wellness screenings, routine care, and specialist referrals
- **Dermatology care**
  Fast, customized care for skin, hair, and nail conditions — no appointment required
- **Behavioral care**
  Talk therapy and psychiatry from the privacy of home



$143

average savings per visit to virtual urgent care from MDLIVE, compared to other sites of care[2]

Virtual care with MDLIVE is accessible, convenient, equitable, and predictable.

Accessible

- Visits available while traveling anywhere in the U.S.
- More than 3,000 providers and 7,500 licenses
- Appointments in both English and Spanish
- Connection by video, phone, or computer, with seamless access through myCigna® using single sign-on

Equitable

- Providers available according to demographics and affirming specialties, such as LGBTQIA+
- Care available for deaf and hard of hearing (DHH)
- Opportunity to offer a reduced cost share for all four MDLIVE services

Convenient

- Shorter wait times for appointments
- E-Treatment option available[3]
- No travel time or childcare necessary
- 24/7/365 availability for on-demand urgent care

Predictable

- No surprise costs
- Out of pocket cost shown on both myCigna® and MDLIVE before scheduling visit
- Dynamic wait times and availability shown on MDLIVE

Disclosures listed on next page.



Whether care is immediate or ongoing, MDLIVE's primary care services treat the whole person.

Why is continuity with primary care providers (PCPs) for preventive wellness screenings and routine care for chronic conditions so important? It can help build lasting relationships, enhance clinical compliance, boost engagement, and cultivate a culture of health at the workplace.

Build clinical connections with a virtual PCP.
Employees can build trusting relationships with providers and better manage chronic conditions over time with virtual wellness screenings and primary care services.

Participate in personalized care plans.
Maximize engagement in between visits for employees with chronic conditions, such as prediabetes, hypertension, and weight management needs.

Maintain connections with existing providers.
Employees can enter contact information for their PCP or local provider if they would like consultation notes to be shared.

Receive integrated referrals to high-performing providers.
Employees can receive a list of local, quality specialists who participate in their benefit plan.

Scan the QR code
for a helpful video showing what to expect from MDLIVE primary care services.

To learn more about your virtual care benefits and cost share options,

reach out to your Cigna Healthcare account manager today.

1. Cigna Healthcare 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 all services may not be available in all areas; subject to state regulations.
2. Cigna Healthcare analysis comparing 2024 medical costs of MDLIVE urgent care vs. other sites of care for Cigna Healthcare commercial medical customers. Client results may vary.
3. E-Treatment care is not available in KS, MS, NM, WV, and DC.

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. For costs and details of coverage, contact a Cigna Healthcare representative.

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