

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



Cigna Healthcare Telehealth Connection.

Choice is good. More choice is even better.

Cigna HealthcareSM provides access to telehealth services as part of your NALC Consumer Driven Health Plan – MDLIVE[®]!

Cigna Healthcare Telehealth Connection lets you get the care you need – including most prescriptions (when appropriate) – for a wide range of minor conditions and behavioral health care. 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.

Choose when: Day or night, weekdays, weekends and holidays

Choose where: Home, work or on the go

Choose how: Phone or video chat

Choose who: MDLIVE providers

Say it's the middle of the night and your child is sick. Or you're at work and not feeling well. If you preregister on MDLIVE, you can speak with a provider for help with:

- Sore throats
- Headaches
- Stomachaches
- Fevers
- Colds and flu
- Allergies
- Rashes
- Acne
- Shingles
- Bronchitis
- Urinary tract infections, and more

The cost savings are clear.

Televisits with MDLIVE can be a cost-effective alternative to a convenience care clinic or urgent care center, and cost less than going to the emergency room. And the cost of a phone or online visit is the same or less than with your primary care provider. Remember, your telehealth services are only available for minor, non-life-threatening conditions. In an emergency, call 911 or go to the nearest hospital.



Go to
myCigna.com[®]
then please
click on
“Talk to a Doctor”.



Choose with confidence.

MDLIVE is a quality national telehealth provider, so you can choose your care confidently. When you can't get to your doctor, Cigna Healthcare Telehealth Connection is here for you.

MDLIVEforCigna.com²

888.726.3171

Signing up is easy!



Connect to MDLIVE through myCigna.com. No separate login needed.



Complete a medical history using their virtual clipboard.



Download the myCigna[®] App and you'll be able to access MDLIVE on your smartphone/mobile device.³

On the go?

Register for the myCigna App today⁴ and you'll be able to access MDLIVE through the app.



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 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. Refer to plan documents for complete description of virtual care services and costs.
2. Availability may vary by location and plan type and is subject to change. See vendor sites for details.
3. The downloading and use of any mobile app is subject to the terms and conditions of the mobile app and the online stores from which it is downloaded. Standard mobile phone carrier and data usage charges apply.
4. Customers under age 13 (and/or their parent/guardian) will not be able to register at myCigna.com.

Medical telehealth services and websites are provided exclusively by MDLIVE and not by Cigna Healthcare. Providers are solely responsible for any treatment provided. Not all providers have video chat capabilities. Video chat is not available in all areas. 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 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. 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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