



Consult a Physician 24/7 with Cigna Telehealth Connection

When you can't get to the doctor, have a sick child in the middle of the night, need a short-term prescription or fall ill while on vacation, speak or videoconference with a US board-certified doctor, day or night. Follow the instructions below to get started.

Step 1: Visit Cigna.com

Visit cigna.com from your phone or computer and click on **Individuals and Families** on the top left of your screen, just below the Cigna logo. Next, click **Member Resources > See All Member Resources** from the drop-down menu. Scroll to the bottom of the page and click **Cigna Telehealth Connection Program** under **Programs and Resources for Members**.

Step 2: Select a Vendor and Create a Profile

As a Cigna member, you can pick between two telemedicine vendors, AmWell and MDLive. Choose your preferred vendor and follow the respective link found at the bottom of the page, under the **How do I register?** Next, create an account.

Note: Have your plan information ready as you will need it to create your profile.

Step 3: Download the App

Find your vendor's app and download it from the App Store or Google Play. Open the app and log in using the same account information you created online.

AmWell Users

Step 4: Review Benefit Information

After you enter your plan information, you'll see your verified benefit and plan coverage information.

Note: Regardless of copay, you'll need a debit or credit card ready

Step 5: Schedule an Appointment

To start or schedule an appointment, select **Available Now** and choose a provider.

MDLive Users

Step 4: Explore the Coverage Dashboard

The coverage dashboard is the navigation hub for the MDLive app. Here, you'll be able to schedule an appointment, view messages from your provider, see your medical history, and manage prescriptions.

Step 5: Schedule an Appointment

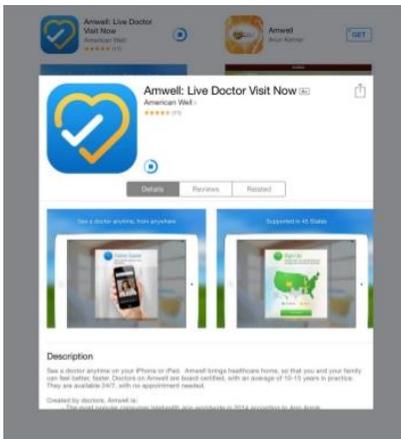
To start or schedule an appointment, select **See a Doctor Now** and choose a provider.

AmWell Mobile

*If you have already registered online, skip steps 2-3 and sign in.

1.

Download the **AmWell** app in the App Store or Google Play.



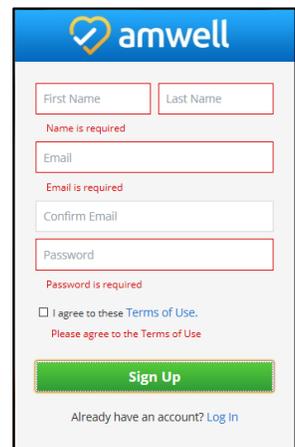
2.

Open the AmWell app (or website) and select sign up



3.

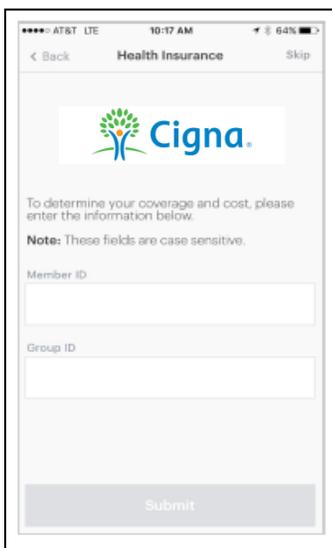
Complete the required fields to register your information.



4.

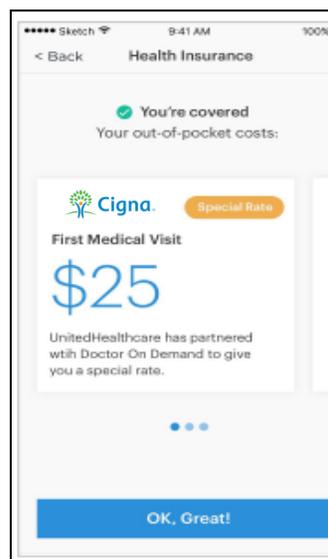
Once your account has been created, update your profile.

Note: Have your health plan ID card ready and enter the information. Regardless of copay, you'll need a debit or credit card ready.



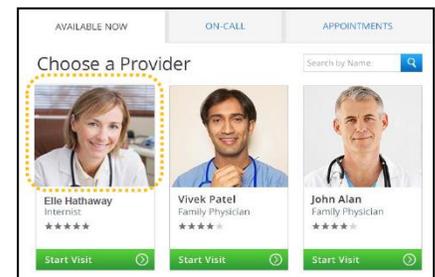
5.

After entering your information, you'll see your verified benefit and plan coverage information.

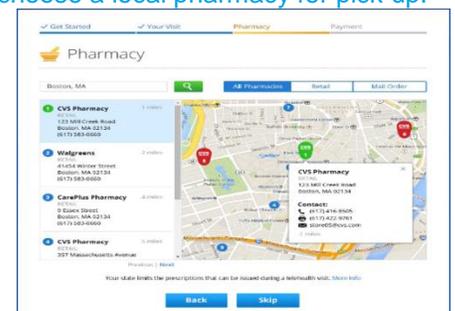


6.

To schedule or start an appointment, select **Available Now** to find a physician.



Note: For prescriptions, you may choose a local pharmacy to pick up.

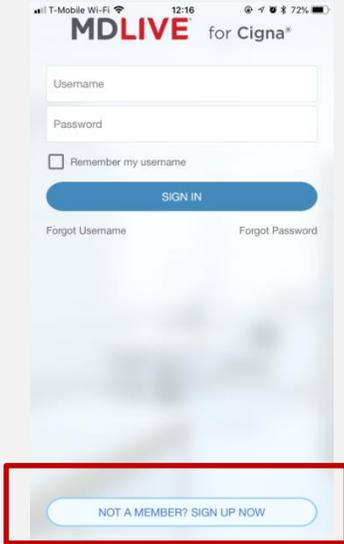


MDLIVE Mobile

*If you have already registered online, skip steps 2-3 and sign in.

1.

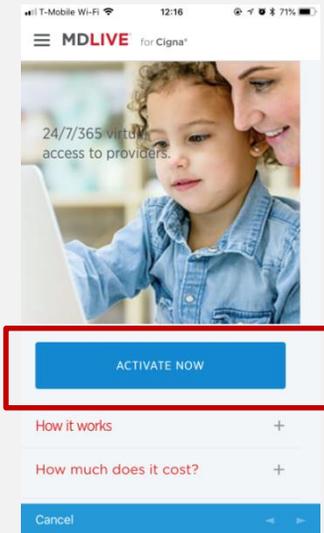
Download the **MDLIVE** app in the App Store or Google Play and select **Not a Member? Sign up now.**



2.

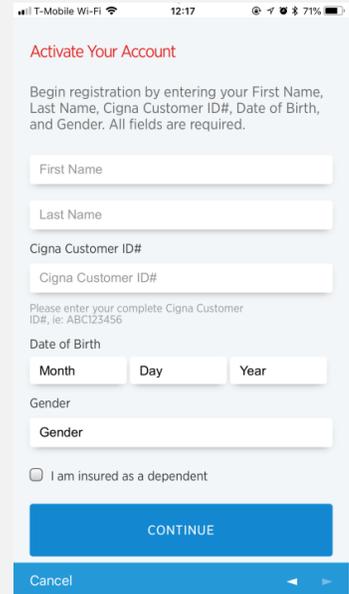
Select **Active now.**

Note: Additional information on how MDLIVE works and cost is available.



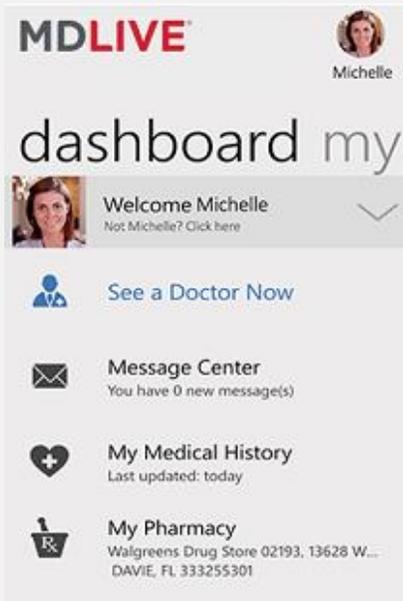
3.

Complete your personal profile with all required fields.



4.

Once you have registered, you'll be taken to your coverage dashboard.



5.

To schedule an appointment, select **See a doctor.**



6.

MDLIVE allows you to update your account; schedule prescription pickups, build your health profile, and view/edit appointments.

