



Cigna Telehealth Connection

MDLIVE and Amwell

We used to have access to a service called *Healthiest You*. That service is no longer available but we **do** have access now to Cigna’s TeleHealth service.

Obvious—-and perhaps most important question—-what’s the difference?

- With *Healthiest You* you could call a toll-free number (or use an app) and speak to a doctor if you had a non-life threatening condition or illness. There was no cost involved, unless you were prescribed medication.
- With *TeleHealth* you still call a toll-free number (or use an app) and you can speak with a board certified doctor or physician 24/7/365. Biggest difference here is you can video chat with the doctor or send pictures of the rash, burn, etc. that you are calling about. **BUT . . . MDLive and Amwell both require a co-pay**, same as if you physically went into the doctor’s office.

As with *Healthiest You*, the major advantages are things such as:

- Convenience—you don’t need to take time off go to the doctor’s office, or make time before or after work to do it.
- You can call on the weekend or middle of the night, even holidays.
- It’s much cheaper than going to the emergency room for something that’s not life threatening.
- You can do phone or video chat with the doctor.
- You can get help with:

| | | | |
|--------------|--------------|-----------|---------------|
| Sore throat | Fever | Rash | Headache |
| Cold and flu | Stomach ache | Allergies | UTIs and more |



If you have an injury that obviously requires emergency room care, then by all means go—a broken bone, a major fever, persistent vomiting, etc.

MDLive and *Amwell* are only for minor, non-life threatening medical 'visits'. However, for mental health or substance abuse you have access to the Cigna Behavioral Health network of providers:

Go to cignabehavioral.com to search for a video Telehealth specialist.

Telehealth 'visits' with Cigna Behavioral Health providers cost the same as an in-office visit.

You can use *MDLive* or *Amwell* . . . or both, if you like. Register for whichever one you want to use (or register for both) and set up an account:

amwellforcigna.com 855-667-9722

*Dr. 'visits' on *Amwell* are \$42

MDLiveforcigna.com. 888-726-3171