

PRIMARY CARE WITHOUT THE WAIT – OR THE WAITING ROOM.

Routine and preventive care that works for you.



MDLIVE for Cigna now offers virtual primary care. This convenient new option makes it easy for you to connect to a board-certified primary care provider (PCP) for routine care, plus preventive care with wellness screenings – all on a schedule that works for you. You can choose the same doctor for every visit or switch at any time.

What is Virtual Primary Care?

Virtual Primary Care provides a full suite of primary care services, including preventive wellness screenings and routine care for everyday health needs and chronic conditions.

Virtual Primary Care gives you access to board-certified doctors from almost anywhere via video or phone with evening and weekend appointments available.

VIRTUAL WELLNESS SCREENINGS

What is a virtual wellness screening and how much does it cost?

A virtual wellness screening is an appointment with a board-certified doctor offered through MDLIVE for Cigna. Prior to your screening, you will complete a health risk assessment survey and get lab work done at a local LabCorp or Quest facility. Then during your scheduled video or phone visit, your doctor will review your health assessment and lab results with you, including identifying any potential health issues, discussing ways you can improve your health, and suggesting follow-up care, if necessary.

Virtual wellness screenings and the associated lab work are covered at no cost* to you as part of your preventive care benefits through your health plan.

How long does a virtual wellness screening take?

A virtual wellness screening usually takes about 15 minutes to complete. Appointments are easy to schedule, with convenient scheduling options, including weekends and evenings.

How do I get started with a virtual wellness screening?

There are two easy ways to schedule an appointment:

1.

Log in to [myCigna](#), click “Talk to a doctor”

2.

Call [888-726-3171](#).

MDLVE customer care team is available 24/7/365 to help make your appointment.

Whichever way you access your account, you will select “Primary Care” from the list of services and follow the prompts to schedule your wellness screening.

Are lab tests required before my virtual wellness screening?

Yes. This allows for a more thorough discussion when you speak with your doctor. Labs can be completed at conveniently located LabCorp or Quest facilities. Fasting is not mandatory for your lab tests.

Which lab tests are included in the virtual wellness screening?

Lab tests include a general health panel, lipid panel, and HbA1c test. These tests will help your doctor assess your risk for high cholesterol, diabetes, and other health conditions. In addition, the labs will also take readings on blood pressure, height, weight, and waist circumference.

Can children under age 18 have a wellness screening?

No. Currently both virtual wellness screenings and routine care visits are only available for adults 18 years of age and older.

Can my primary care provider access my virtual wellness screening results?

Upon request, your virtual wellness screening results can be shared with your primary care doctors.

Can the MDLIVE doctor write me a prescription as part of a virtual wellness screening?

Yes. Virtual wellness screenings serve the purpose of education, prevention, and early detection of clinical conditions, and a prescription can be written, if necessary, as determined by your doctor. Your doctor may recommend a follow-up routine care visit as part of your treatment which can be scheduled by following the scheduling instructions above.

I recently completed my labs for my virtual wellness screening. Is there anything else I need to do?

Once MDLIVE receives your lab work, you will receive a text message informing you that the labs have been received. You will be able to review your lab results in your Lab Folder found in the MDLIVE patient portal and prepare any questions for discussion with your doctor.

VIRTUAL ROUTINE CARE

What is virtual routine care and how much does it cost?

Virtual routine care helps you manage chronic conditions and establish a relationship with a Virtual Primary Care Provider (PCP). Your dedicated Virtual PCP will help manage your health and well-being through regular visits, labs, diagnostics, and specialist referrals. During your appointments, your doctor can order ad-hoc labs to measure the success of your treatment plans. Your visit cost will be displayed prior to scheduling your appointment.

Can I see the same doctor each time?

Yes. You can choose a dedicated MDLIVE Virtual PCP, so the doctor can get to know you and your health concerns. You also have the flexibility to change your provider at any time.

Is it required to have a Virtual wellness screening before a virtual routine care visit?

No. A virtual wellness screening is not required but is recommended.

I have been diagnosed with a chronic condition in the past. Can I see an MDLIVE Virtual Primary Care provider?

Yes. MDLIVE Virtual PCPs can help you manage new and existing chronic conditions.

I have used telehealth for urgent care before. How is routine care different?

Routine care is appropriate for a wide range of non-urgent health needs that you would typically address with an in-person PCP visit, including medication refills and more complicated health needs like diagnosing and managing chronic conditions, such as diabetes, high blood pressure, cholesterol issues, thyroid conditions, asthma, and COPD.

Can children have a routine care visit?

No. Currently both routine care visits and virtual wellness screenings are only available for adults 18 years of age and older.

*For customers who have a non-zero preventive care benefit, MDLIVE virtual wellness screenings will not cost \$0 and will follow their preventive benefit.

Cigna-administered health plans provide access to virtual care through MDLIVE, a national telehealth provider. Providers are solely responsible for any treatment provided to their patients. Video chat may not be available in all areas or with all providers. This service is separate from your health plan's network and may not be available in all areas. A Primary Care Provider referral is not required for this service. All Cigna products and services are provided exclusively by or through operating subsidiaries of Cigna Corporation, including Cigna Health and Life Insurance Company or its affiliates. "Cigna" is a registered service mark of Cigna Intellectual Property, Inc.

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