



General health

- Go to www.mycigna.com and register in anticipation of future use
- Talk directly with a board-certified doctor for help with minor, non-life-threatening conditions.



Pediatric care

- Acne
- Allergies
- Asthma
- Bronchitis
- Cold and flu
- Diarrhea
- Earaches
- Fever
- Headache
- Infections
- Insect bites
- Joint aches
- Nausea
- Pinkeye
- Rashes
- Respiratory infections
- Sinus infections
- Skin infections
- Sore throat
- Urinary tract infections

- Cold and flu
- Constipation
- Earaches
- Nausea
- Pinkeye

Health care services are delivered by American Well and MDLIVE participating doctors and not by Cigna.

Access a board-certified doctor through video chat or phone

Register with one or both vendors



Register online

Employee registers online with one or both vendors so they are ready to use service when needed.

By phone



Step 1: Call toll-free

Employee calls toll-free hotline available 24/7/365 including holidays. MDLIVE 888.726.3171. American Well 855.667.9722



Step 2: Speak with a coordinator

A consultation coordinator locates the next available doctor and prepares employee for the consultation.



Step 3: Speak with the doctor

Once an available doctor is located, the system automatically calls and connects the doctor to the employee.

Post-visit



Email communication

Employee can elect for consultation history to be sent to personal doctor.

By video conference



Step 1: Visit website

Employee seamlessly accesses services with a single sign-on via myCigna.com or visits each vendor's website and mobile app directly



Step 2: Find a doctor

System helps the employee search for a doctor by a criteria, such as specialty, language, gender, location, or simply finds the next available doctor.



Step 3: See the doctor online

Once an available doctor is located, the system automatically connects the doctor to the patient through video.



Prescription services

Amwell and MDLIVE doctors may prescribe medication when appropriate and send the prescription directly to their pharmacy.*