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.

General health
- 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

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

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

Open Access/Cigna Choice = No Copay
HDHP = $55 Cost (HDHP Cost Subject to Change)
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.

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.

Post-visit

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

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