# KNOW BEFORE YOU GO

## Virtual care – minor medical conditions
Access virtual care to treat minor medical conditions. Connect with a board-certified doctor via video or phone when, where and how it works best for you. Visit myCigna.com or call to talk to a doctor 24/7.*

**Amwell**
855.667.9722

**MDLIVE**
888.726.3171

### Convenience care clinic

### Health care provider’s office
The best place to go for routine or preventive care or to keep track of medications.

### Urgent care center
For conditions that aren’t life threatening. Staffed by nurses and doctors and usually have extended hours.

### Emergency room
For immediate treatment of critical injuries or illness. Open 24/7. If a situation seems life threatening, call 911 or go to the nearest emergency room. “Freestanding” emergency room (ER) locations are becoming more common in many areas. Because these ERs are not inside hospitals, they may look like urgent care centers. When you receive care at an ER, you’re billed at a much higher cost than at other health care facilities.

### Conditions treated

<table>
<thead>
<tr>
<th>Lower</th>
<th>Cost and time</th>
<th>Greater</th>
</tr>
</thead>
<tbody>
<tr>
<td>Virtual care – minor medical conditions</td>
<td>Convenience care clinic</td>
<td>Health care provider’s office</td>
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<tr>
<td>Access virtual care to treat minor medical conditions. Connect with a board-certified doctor via video or phone when, where and how it works best for you. Visit myCigna.com or call to talk to a doctor 24/7.*</td>
<td>T treats minor medical concerns. Staffed by nurse practitioners and physician assistants. Located in retail stores and pharmacies. Often open nights and weekends.</td>
<td>The best place to go for routine or preventive care or to keep track of medications.</td>
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<tr>
<td><strong>Colds and flu</strong></td>
<td><strong>Rashes or skin conditions</strong></td>
<td><strong>General health issues</strong></td>
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<tr>
<td><strong>Rashes</strong></td>
<td><strong>Sore throats, earaches, sinus pain</strong></td>
<td><strong>Preventive care</strong></td>
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<tr>
<td><strong>Headaches</strong></td>
<td><strong>Minor cuts or burns</strong></td>
<td><strong>Routine check-ups</strong></td>
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<tr>
<td><strong>Stomachaches</strong></td>
<td><strong>Pregnancy testing</strong></td>
<td><strong>Immunizations and screenings</strong></td>
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<tr>
<td><strong>Fever</strong></td>
<td><strong>Vaccines</strong></td>
<td></td>
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<tr>
<td><strong>Allergies</strong></td>
<td></td>
<td></td>
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<tr>
<td><strong>Acne</strong></td>
<td></td>
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<tr>
<td><strong>Urinary Tract Infections (UTIs) and more</strong></td>
<td></td>
<td></td>
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<tr>
<td><strong>Costs the same or less than a visit with your primary care provider</strong></td>
<td><strong>Same or lower than doctor’s office</strong></td>
<td><strong>May charge copay/coinsurance and/or deductible</strong></td>
</tr>
<tr>
<td><strong>Appointments typically in an hour or less</strong></td>
<td><strong>No appointment needed</strong></td>
<td><strong>Usually need appointment</strong></td>
</tr>
<tr>
<td><strong>No need to leave home or work</strong></td>
<td></td>
<td><strong>Short wait times</strong></td>
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</tbody>
</table>

### Your cost and time

**Conditions treated**

- Colds and flu
- Rashes
- Sore throats
- Headaches
- Stomachaches
- Fever
- Allergies
- Acne
- Urinary Tract Infections (UTIs) and more

### Cigna Health Information Line
A telephone service staffed by clinicians that helps you understand and make informed decisions about health issues you are experiencing, at no extra cost. It can help you choose the right care in the right setting at the right time, whether it’s reviewing home treatment options, following up on a doctor’s appointment, or finding the nearest in-network urgent care center. Just call the number on your Cigna ID card, or go to myCigna.com, or use the myCigna® App.*** Open 24/7.

**Together, all the way.**

*Offered by Cigna Health and Life Insurance Company or its affiliates.*
Cigna provides access to virtual care through national telehealth providers as part of your plan. 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 or under all plan types. A primary care provider referral is not required for this service. Product availability may vary by location and plan type and is subject to change. All group health insurance policies and health benefit plans contain exclusions and limitations.

** This list is not all inclusive and is for informational purposes only.

*** The downloading and use of the myCigna Mobile App is subject to the terms and conditions of the App and the online stores from which it is downloaded. Standard mobile phone carrier and data usage charges apply.

This information is for educational purposes only. It is not medical advice. You should consider all relevant factors and consult with your treating doctor when selecting a provider for care. During a medical emergency, go to the nearest hospital or call 911.

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