

Introducing MDLIVE E-Treatment.

Making virtual urgent care even easier
and more convenient.



You can now access virtual urgent care your way and on your own time. E-Treatment is available for non-emergency illnesses and injuries – including many common, everyday conditions – without the need to interact live with an MDLIVE® doctor.¹



How does E-Treatment work?

E-Treatment gives you access to the same board-certified doctors with the same quality care you've come to expect from MDLIVE. You simply provide information about your medical history and current condition through a dynamic online questionnaire in the MDLIVE patient portal. The treating doctor will review the information you submitted and quickly deliver a diagnosis and treatment plan, including sending any necessary prescriptions³ to the pharmacy of your choice. You'll be notified through email or text when your visit summary is ready.



When should you use MDLIVE E-Treatment?

E-Treatment is a great option for common, everyday conditions when you don't want – or have time – to talk live with a doctor, or if you don't feel well enough to jump on a call or video chat. You can use MDLIVE E-treatment for conditions such as cold, flu, sinusitis, sore throat, ear pain, pink eye, UTI,² and more. Regardless of your condition, you can always make an appointment to connect live with an MDLIVE Urgent Care doctor by phone or video chat.

NOTE: MDLIVE E-Treatment does not provide emergency health services. If you're experiencing an emergency, call 911 or go to your nearest Emergency Room.

How to access MDLIVE E-Treatment

You can access E-Treatment by following these steps:

- Log into **myCigna.com**® or on the **myCigna**® App and select Talk to a Doctor to access the MDLIVE patient portal.⁴
- Select Get Started with Urgent Care on the MDLIVE homepage.
- Select E-Treatment from the options presented.
- Follow the prompts to complete your questionnaire, which will be sent to the treating doctor.

All disclosures appear at the end of this document.

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Why you should try MDLIVE virtual urgent care

1

Care for many minor illnesses and injuries, such as cold, flu, sinusitis, sore throat, ear pain, pink eye, and UTIs.²

2

Available 24/7/365 by E-Treatment, on-demand via phone/video, or schedule a same-day appointment.

3

Convenient, affordable alternative to urgent care centers and the emergency room.

4

Includes pediatric care, allowing your child to be seen quickly and from the comfort of their home.

5

Prescriptions available through home delivery or at local pharmacies, if appropriate.³

1. E-Treatment is available in U.S. states, except: Kansas, Mississippi, New Mexico, West Virginia and the District of Columbia. Cigna Healthcare provides access to virtual care through national telehealth providers as part of your plan. This service is separate from your health plan's network and all services may not be available in all areas; subject to state regulations. Referrals are not required. Video may not be available in all areas or with all providers. Refer to plan documents for complete description of virtual care services and costs.
2. UTI treatment for female patients ages 18+
3. Prescriptions are available at the physician's discretion when medically necessary. MDLIVE providers cannot renew or refill existing prescriptions through E-treatment.
4. App/online store terms and mobile phone carrier/data charges apply.

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