When & How to Use MDLIVE®

Available in English or Spanish, via myCigna®

	Urgent Care	Urgent Care E-Treatment[1]	Dermatology	Behavioral Care: Therapy	Behavioral Care: Psychiatry	Primary Care: Wellness Screening	Primary Care: Routine Care
Modality	By phone or video	Brief online questionnaire	Secure messaging	By phone or video	By phone or video	By phone or video	By phone or video
Availability	24/7/365 on-demand or same-day appointment	24/7/365	No appointment needed	Appointments available days, nights and weekends	Appointments available days, nights and weekends	Appointments available days, nights and weekends	Appointments available days, nights and weekends
Wait times[2]	Under 30 minutes	Under an hour	Under 24 hours	2-4 days	2-4 days	3-5 days	2-4 days
Age eligibility	Any age[3,4]	Any age[3,4]	Any age[4]	10 years and older[4]	10 years and older[4]	18 years and older	18 years and older
Choose Provider	Based on provider availability		Option to meet with same provider	Option to meet with same provider	Option to meet with same provider	Option to meet with same provide	Option to meet with same provider
Orders (labs and imaging)					Option for in-person labs	Option for local in-person imaging and labs	Option for local in-person imaging and labs
Prescriptions[5]	Prescriptions	Prescriptions	Prescriptions		Prescriptions		Prescriptions

1. E-Treatment care is not available in KS, MS, NM, WV, and DC. 2. Wait times may vary by season and location. 3. Fever treatment for customers 3 months + . Ear and eye pain for customers 3 years +. 4. Legal parent or guardian must consent for customers under the age of 18 5. Prescriptions and refills are administered based on what the MDLIVE provider deems medically appropriate and available for local or home delivery.

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.

All Cigna Healthcare products and services are provided exclusively by or through operating subsidiaries of The Cigna Group.
965557a 03/25 © 2025 Cigna Healthcare