

# KNOW BEFORE YOU GO



Your guide for where to go when you need medical care.

	Cost and time				
	Lower			Greater	
	Cigna Telehealth Connection	Convenience Care clinic	Doctor's office	Urgent care center	Emergency room
	<p>Access telehealth services 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 the website or call to register.<sup>1</sup></p> <p><b>AmwellforCigna.com</b> 855-667-9722</p> <p><b>MDLIVEforCigna.com</b> 888-726-3171</p>	<p>Treats minor medical concerns. Staffed by nurse practitioners and physician assistants. Located in retail stores and pharmacies. Often open nights and weekends.</p>	<p>The best place to go for routine or preventive care, to keep track of medications, or for a referral to see a specialist.</p>	<p>For conditions that aren't life threatening. Staffed by nurses and doctors and usually have extended hours.</p>	<p>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.</p> <p>"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.</p>
Conditions treated <sup>2</sup>	<ul style="list-style-type: none"> <li>› Colds and flu</li> <li>› Rashes</li> <li>› Sore throats</li> <li>› Headaches</li> <li>› Stomachaches</li> <li>› Fever</li> <li>› Allergies</li> <li>› Acne</li> <li>› UTIs and more</li> </ul>	<ul style="list-style-type: none"> <li>› Colds and flu</li> <li>› Rashes or skin conditions</li> <li>› Sore throats, earaches, sinus pain</li> <li>› Minor cuts or burns</li> <li>› Pregnancy testing</li> <li>› Vaccines</li> </ul>	<ul style="list-style-type: none"> <li>› General health issues</li> <li>› Preventive care</li> <li>› Routine checkups</li> <li>› Immunizations and screenings</li> </ul>	<ul style="list-style-type: none"> <li>› Fever and flu symptoms</li> <li>› Minor cuts, sprains, burns, rashes</li> <li>› Headaches</li> <li>› Lower back pain</li> <li>› Joint pain</li> <li>› Minor respiratory symptoms</li> <li>› Urinary tract infections</li> </ul>	<ul style="list-style-type: none"> <li>› Sudden numbness, weakness</li> <li>› Uncontrolled bleeding</li> <li>› Seizure or loss of consciousness</li> <li>› Shortness of breath</li> <li>› Chest pain</li> <li>› Head injury/major trauma</li> <li>› Blurry or loss of vision</li> <li>› Severe cuts or burns</li> <li>› Overdose</li> </ul>
Your cost and time <sup>3</sup>	<ul style="list-style-type: none"> <li>› Costs the same or less than a visit with your primary care provider</li> <li>› Appointments typically in an hour or less</li> <li>› No need to leave home or work</li> </ul>	<ul style="list-style-type: none"> <li>› Same or lower than doctor's office</li> <li>› No appointment needed</li> </ul>	<ul style="list-style-type: none"> <li>› May charge copay/coinsurance and/or deductible</li> <li>› Usually need appointment</li> <li>› Short wait times</li> </ul>	<ul style="list-style-type: none"> <li>› Costs lower than ER</li> <li>› No appointment needed</li> <li>› Wait times vary</li> </ul>	<ul style="list-style-type: none"> <li>› Highest cost</li> <li>› No appointment needed</li> <li>› Wait times may be long</li> </ul>

## Cigna Health Information Line

A telephone service staffed by nurses 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 urgent care center. Just call the number on your Cigna ID card. Open 24/7.

To find a specific health care facility or doctor, go to [myCigna.com](http://myCigna.com) or use the [myCigna Mobile App](#).

Together, all the way.®



Offered by: Cigna Health and Life Insurance Company, Connecticut General Life Insurance Company or their affiliates.



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2. This list is not all inclusive and is for informational purposes only. This list is NOT a description of coverage or a guarantee that these or any other services provided by the health care professional or facility are covered under your employer's specific group health plan or insurance policy. Check your employer's official plan documents for information about the services covered under your plan benefits.
3. Check your employer's official plan documents for information about the costs you are responsible for under your employer's specific medical plan, including any deductible, copayment and/or coinsurance or other requirements.

The information provided here is intended to be general information on how you can get the most out of your plan and your health care dollars. It is not intended as medical advice. You should consider all relevant factors and to consult with your treating doctor when selecting a provider for care. During a medical emergency, go to the nearest hospital or call 911. Providers that participate in the Cigna network and the AmWell/MDLIVE programs are independent contractors solely responsible for the care and services delivered to their patients. They are not agents of Cigna.

**Exclusions and limitations:** All group health insurance policies and health benefit plans contain exclusions and limitations. For costs and complete details of coverage, see your plan documents.

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