Cigna telehealth connection

You know what it might be, and you know you need to treat it...now if only your doctor had a convenient appointment available.

When you can’t get to your doctor, HBC’s Health Plans provide access to AmericanWell® and MDLIVE® through the Cigna Telehealth Connection program.1

This program lets you connect with a board-certified doctor by phone or secure, online video chat if you’re traveling or when you cannot see your Primary Care Provider (PCP). And it’s available anytime, 24 hours a day, 7 days a week, 365 days a year.

**The cost savings are clear**

Televisits with American Well and MDLIVE cost less than going to a convenience care or urgent care clinic, and significantly less than a visit to the emergency room.

* On demand healthcare – never wait for a doctor again!
* Each "visit" only costs $42 for HBC associates and dependents enrolled in an HBC medical plan (not available to medical plan non-participants)
* Access to US-based, board certified primary care doctors and pediatricians from anywhere via video, phone or email – 24 hours a day, 7 days a week, 365 days a year
* Physicians discuss symptoms, recommend treatment options, diagnose many common conditions, and prescribe medication when appropriate
* Save money by avoiding unnecessary doctor’s office or ER visits
* Prescriptions phoned in to your local pharmacy for pickup
* HIPAA compliant and confidential; no individual Associate information is shared with HBC

MDLIVE FREQUENTLY ASKED QUESTION

[HOW DOES TELEHEALTH SAVE TIME AND MONEY?](https://www.benefitsquest.com/hbcae/benefits/mdlive/index.html#collapseOne)

[WHO IS ELIGIBLE?](https://www.benefitsquest.com/hbcae/benefits/mdlive/index.html#collapseTwo)

[WHO SHOULD USE TELEHEALTH?](https://www.benefitsquest.com/hbcae/benefits/mdlive/index.html#collapseThree)

[WHAT CAN BE TREATED?](https://www.benefitsquest.com/hbcae/benefits/mdlive/index.html#collapseFour)

HOW TO GET STARTED

Choose with confidence

American Well and MDLIVE are both quality national telehealth providers, so you can choose your care confidently.

enroll online

1. Register online for American Well, MDLIVE, or both at the following sites or by phone:

* [AmWellforCigna.com](https://amwellforcigna.com/landing.htm) : 855.667.9722
* [MDLIVEforCigna.com](https://www.mdliveforcigna.com/mdliveforcigna/landing_home) : 888.726.3171

1. Complete a medical history using their “virtual clipboard
2. Download their apps to your smartphone/mobile device

After registering (for one or both) you will be ready to use a telehealth service when you need it.

* + If you don’t have internet access, call 1-888-726-3171 to speak with a health service specialist.
  + If you are enrolled in an HBC Cigna medical plan, you will need to provide your Cigna Customer identification number, which can be found on your Cigna medical card or by logging on at myCigna.com.

WHO IS ELIGIBLE?

Cigna Telehealth Connection is available to all Associates who are enrolled in one of HBC’s Health Plans, and all enrolled dependents. Associates not enrolled in an HBC medical plan are not eligible for Telehealth.

HOW DOES CIGNA TELEHEALTH SAVE TIME AND MONEY?

CIGNA Telehealth Connection offers a more convenient way of obtaining healthcare services – particularly when you can’t leave your home or office, or if you are traveling. In addition, it can save you money. The cost for each telephonic or video consultation is only $42 for HBC medical plan participants.  
  
Once you have completed your consultation, American Well and MDLIVE can even share any pertinent records with your medical provider upon your request and permission.

WHO should use cigna telehealth?

* If you’re considering the ER or urgent care for a non-emergency medical issue
* When your primary care physician is not available or their office is closed
* At home, traveling or at work
* 24/7/365, even holidays!

what can be treated?

You can get the care you need - including most prescriptions2 - for a wide range of minor acute conditions including:

* Sore throat
* Headache
* Stomachache
* Fever
* Cold and Flu
* Allergies
* Rash
* Acne
* UTI
* and More