

Subject line: <First Name>, get personalized urgent care without the waiting room

Preheader: The urgent care you need, when you need it — all from the comfort of home



Haga clic aquí
para español

Get urgent care anytime, anywhere



Call MDLIVE® at [888.726.3171](tel:888.726.3171)
or get started [here](#).

Hi <First Name>,

Sometimes, you need medical care without the wait. That's why Cigna offers MDLIVE® virtual urgent care¹ for you and your eligible dependents as part of your health benefits.



With MDLIVE, you can use your phone or computer to talk with a board-certified doctor about minor medical concerns like cold and flu, cough, sinus infection, sore throat, UTI (females, 18+), prescription refills and more.

- **Save time with 24/7 care**
Talk to a doctor by phone or video when it works for you, from anywhere, anytime, including holidays.
- **Save money**
Virtual urgent care usually costs less than the emergency room or urgent care clinic. Plus, by logging in to myCigna.com^{®2} or calling MDLIVE, you'll find out the cost for your visit ahead of time.
- **Reliable care from quality doctors**
MDLIVE board-certified doctors have an average of 15 years of experience³.
- **Options that meet your needs**
Visits are available whenever you need them, and you can schedule a visit with a doctor to meet your preferences, including specialty, language and gender.

We've created [this checklist](#) to help you prepare for your virtual urgent care visit.

It is easy to start your appointment any time, or schedule a time that works for you.

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1. Cigna provides access to virtual care through participating in-network providers. Not all providers have virtual capabilities. Cigna also 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 may not be available in all areas or under all plans. Referrals are not required. Video may not be available in all areas or with all providers. All health care providers are solely responsible for the treatment provided to their patients; providers are not agents of Cigna. Refer to plan documents for complete description of virtual care services and costs.
2. If you haven't created a myCigna account, go to myCigna.com[®] and click "Register." Follow the instructions to complete the short form and click "Submit." Customers under 13 years old will not be able to register and/or have their parent/guardian register on their behalf at myCigna.com.
3. Source: MDLIVE, 2021 utilization report

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