

Registering or Logging Into Virtual Care from MyCigna.com

Log-in on MyCigna.com> Talk to a Doctor or Nurse 24/7- Connect Now> Connect Now (MDLive or AmWell)

- Next, follow registration steps and get started

The screenshot shows the MyCigna.com user dashboard for a guest user. At the top, there is a navigation bar with the Cigna logo on the left and "ID Cards" and "Hi, Guest" on the right. Below the navigation bar is a yellow banner with a "Coronavirus Update" message. The main content area is divided into several sections:

- Welcome, Guest!**: A light blue header for the main content area.
- Medical Coverage Status for: Guest**: A card showing "In-Network Deductible Remaining" of **\$5,000⁰⁰** and "You pay the deductible" with a brief explanation. A "View coverage details" link is at the bottom.
- Spending Accounts**: A card showing "Health Reimbursement Account (HRA)" with a balance of **\$6,875⁰⁰** as of 3/16/20. A "View account details" link is at the bottom.
- Family Incentives**: A card showing "HRA earned: **\$0⁰⁰** out of \$800" and "You haven't earned any incentives yet." A "Start earning" link is at the bottom.
- Latest Updates**: A section with a filter "All (10)" and "Sort by: Recommended". It contains five update cards with icons and "See details" links.
- My Health Team**: A section with "My Primary Care Provider" (No doctor selected) and a "Find a Doctor" button. Below it is a "Manage My Health Team" link.
- Connect Now**: A prominent blue button with the text "Talk to a doctor or nurse 24/7 using your phone, tablet, or computer." An orange arrow points to this button.
- My Health**: A section showing a "My Wellness Score" of **79/100** with a heart icon and "Last taken Mar 16, 2020".

Talk to a Doctor or Nurse 24/7

Connect anytime with a doctor or nurse using your phone, tablet, or computer

Talk to a Nurse

FREE

Choose this option if you're not sure what type of care you need. Talking to a nurse can help you determine the right care plan.

Call 855-673-3063

Speak with a nurse over the phone (Free)

Online Doctor Visits

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Choose this option to talk directly with a board-certified doctor for help with minor, non-life-threatening conditions, or schedule a session with a behavioral counselor. Click here for a list of commonly treated conditions.

Connect Now

MDLIVE for Cigna®

Connect Now

amwell for Cigna®

Hide More Options

Two vendors that you can choose from to speak with a doctor virtually. Office visit co-pay or co-insurance

Follow steps for registering. AmWell (below)

Talk to a Doctor or Nurse 24/7

Connect anytime with a doctor or nurse using your phone, tablet, or computer

More Information Needed

Close X

To continue, please complete the following.

Contact info will be automatically updated on your myCigna profile.

Select Gender

Male Female

E-mail Address

guest@cigna.com

Phone Number

5555555555

Note: If you've chosen to receive text messages, standard text/SMS rates may apply. Check with your mobile phone carrier.

By entering this phone number you acknowledge that you wish to receive calls or texts regarding your plan benefits, programs, systems, and services from Cigna or its affiliates at the telephone number(S) provided. You can modify your phone preferences at any time.

Agree to the Terms & Conditions

PLEASE READ THE AGREEMENT BELOW AND INDICATE YOUR ACCEPTANCE BY CLICKING THE "AGREE" BUTTON AT THE END OF THE AGREEMENT BELOW. IF YOU DO NOT AGREE TO THESE TERMS AND CONDITIONS, DO NOT USE THE SERVICES.

Welcome to the Amwell for Cigna Service (the "Service"), which is owned and operated by American Well Corporation, a Delaware corporation with offices at 75 State Street, 26th Floor, Boston, Massachusetts 02109 ("American Well"). Please see the FAQ section of our website (www.americanwell.com) for more detailed information on the scope of our services and for contact numbers in the event you need support or administrative help.

I agree to these Terms & Conditions

Submit

Cancel

View of MDLive once registered (below)

The screenshot displays the MDLive patient portal interface. On the left is a vertical navigation menu with the following items: MDLIVE (with a Cigna logo), APPOINTMENTS, MESSAGES, PHOTOS & FILES, HEALTH PROFILE, PHARMACY, HELP & SUPPORT, MY ACCOUNT, and EN ESPAÑOL. The main content area at the top right shows the current location as California and the user as a Guest. A prominent blue notice states: "We may be experiencing longer than usual wait times due to the COVID-19 pandemic" with a sub-note: "Current wait time to speak to a doctor: Over 2 hours". Below this is a section titled "Who needs help today?" featuring three circular icons: a person icon labeled "Guest", a person icon with a lock symbol labeled "Guest Spouse", and a plus sign icon labeled "Add dependent". A chat bubble icon is located in the bottom right corner of the main content area.