

MDLIVE™

OFFERED
THROUGH



Cigna®

**A DOCTOR
IS ALWAYS**



Access to affordable, quality, non-urgent care when you need it – 24/7/365

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

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**A doctor is
always in**



MDLIVE provides immediate, on-demand 24/7/365 access to affordable, quality non-urgent care through a national network of licensed, board-certified U.S.-based doctors, including pediatricians.



**Online video
consultations**



**Phone
consultations**



**Email communication,
post consultation**



**Prescription services
(sent directly to a pharmacy)**

Health care services are delivered by MDLIVE participating doctors and not by Cigna.



Why telehealth?

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Health care challenges



- ✓ Lengthy wait for appointments
- ✓ Need to miss work for appointments
- ✓ Hours of waiting in crowded emergency rooms
- ✓ Difficulty finding affordable care off-hours

MDLIVE telehealth solution



- ✓ Doctor appointments usually in less than an hour
- ✓ Adult and pediatric care
- ✓ Convenience – no need to leave the house or work
- ✓ Cost efficiency
 - Pay established copay (\$38)*
 - Counts as In-Network charge

*All major credit and debit cards accepted, including HSA/HRA debit cards. Pay Pal is also accepted.

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Conditions treated by MDLIVE doctors



General health

- Acne
- Allergies
- Bronchitis
- Cold & flu
- Fever
- Gout
- Headache
- Infections
- Joint aches & pains
- Nausea & vomiting
- Pink eye
- Rashes
- Sinus infection
- Sore throat
- Sunburn
- Urinary tract infection

Pediatric care

- Cold & flu
- Constipation
- Ear infection
- Fever
- Nausea & vomiting
- Pink eye

How it works

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Register with MDLIVE at www.MDLIVE.com/UNITHER to set up your account. You should have received a welcome kit including an MDLIVE ID Card. If you did not, you can download and print from the MDLIVE site.

BY PHONE



Step 1: Call toll-free
Patient calls toll-free hotline available 24/7/365 including holidays.



Step 2: Speak with a coordinator
A consultation coordinator locates the next available doctor and prepares patient for the consultation.



Step 3: Speak with the doctor
Once an available doctor is located, the system automatically calls and connects the doctor to the patient.

BY VIDEO CONFERENCE



Step 1: Visit website
Patient visits website and logs in with username and password.



Step 2: Find a doctor
System helps the patient search for a doctor by a criteria, such as specialty, language, gender, location, or simply finds the next available doctor.



Step 3: See the doctor online
Once an available doctor is located, the system automatically connects the doctor to the patient.

After each appointment

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Patient receives discharge instructions (via patient portal and secure email).

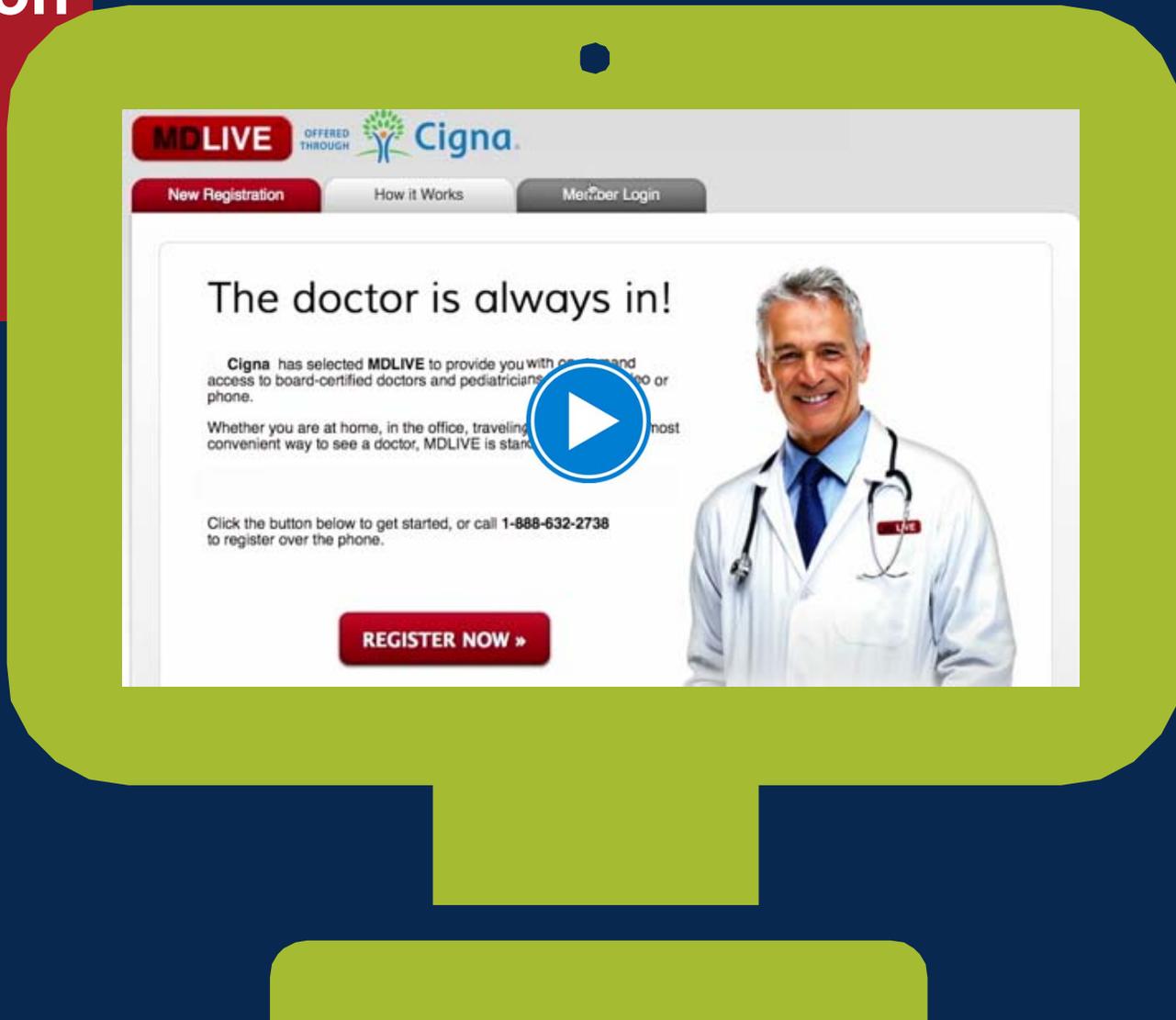


Personal health record gets updated with consult information.



Patient can elect for consultation history to be sent to personal doctor.

Registration demo



In action



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Questions?

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