

Cigna's MDLIVE, Telehealth, and You!

With the growing need for telehealth, insurers have been finding innovative ways for their members to access care. Cigna has launched MDLIVE to help members reach providers and maintain their health.

What is MDLIVE?

MDLIVE is a way for UNH employees and dependents who are insured through Cigna, to see a doctor, via telehealth, when you have a medical concern and/or are unable to see your doctor.

What's the difference between a regular telehealth visit and an MDLIVE visit?

A regular telehealth visit is a visit with your own provider, likely nearby, while an MDLIVE visit will be with virtual, from all over the country.

Who can use MDLIVE?

Any Cigna Insured Member and their dependents.

How do I access MDLIVE and make an appointment?

You can access the MDLIVE portal and schedule an appointment [here!](#)

You will need your insurance card or I.D. number to register.

Where will my visit be?

You will have a virtual visit through online video, mobile app or phone.

What services are offered?

Some common services are: Acne, Allergies, Cold & Flu, Earache, Headache, Insect bites, Nausea, Rash, Respiratory problems, Sinus infection, Sore throat, Sport injuries, and more!

Are Behavioral Health Services offered?

Yes. You will use the same MDLIVE portal to access Behavioral Health Services.

What are the office hours of providers?

MDLIVE providers are available 24/7, including after hours, nights, weekends and even holidays. Use it when your provider is not available or booked for weeks, during vacations or business trips

Can I get Prescriptions through an MDLIVE Visit?

Yes! Often, prescriptions are faster and more convenient through an MDLIVE visit.

How much does an MDLIVE Visits cost?

Simply pay the applicable in-network copay, coinsurance or deductible.

