

Know before you go.

Get the right care, at the right time, in the right place.

Lower Cost and time Greater				
	Virtual urgent care ¹	Local provider	Urgent care center	Emergency room
	On-demand 24/7 or schedule a time that works for you to receive care for minor medical illnesses and injuries. Prescriptions may be available if necessary. Access virtual care on the myCigna® App or myCigna.com®, or by calling MDLIVE® at 888.726.3171.	Schedule an in-person appointment with a local health care provider to treat common ailments and manage care for all health conditions. Find an in-network provider on myCigna.com.	For medical conditions that aren't life threatening. Find an in-network urgent care center on myCigna.com. ²	For immediate treatment of critical injuries or illness. Open 24/7. If a situation seems life threatening, call 911 or go to the nearest ER.
Ages	All ages. Parent/guardian must accompany minors.	All ages. May vary by provider/service.	All ages. May vary by provider/service. For infants as many have age limits.	All ages.
Conditions treated ³	• Cuts, scrapes, burns • Rashes • Sore throats • Pink eye • Ear pain⁴ • Fever⁴ • Allergies • Acne • Urinary tract infections (UTIs)⁴ and more	• General health issues • Preventive care • Routine checkup • Vaccines and screenings • Acute sickness • Questions regarding health	• Fever and flu symptoms • Joint pain, sprains and cuts • Minor respiratory symptoms • Stomach pains • STDs • UTIs	• Sudden numbness, weakness • Uncontrolled bleeding • Seizure or loss of consciousness • Shortness of breath • Chest pain • Head injury/major trauma • Blurry or loss of vision • Severe cuts or burns • Overdose
Cost and time	• More affordable than in-person and urgent care or ER visit • Connect with a doctor in minutes • No need to leave work or home with visits available by phone or video	• May charge copay/coinsurance and/or deductible • Usually need appointment • Short wait times	• Lower cost than emergency room (ER) • No appointment needed • Waiting times vary • Available most days of the week • Often have extended hours • In-person treatment	• Most expensive • Available 24/7/365 • No appointment needed • Waiting times vary • In-person treatment

1. Cigna Healthcare provides access to virtual care through participating in-network providers. Not all providers have virtual capabilities. Virtual care may also be available 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.