



# VIRTUAL CARE AND COVID-19.

Get the answers you need during this uncertain time.

**While a diagnosis of COVID-19 cannot be confirmed through virtual medical care, it is still the most convenient way to get the medical attention you may need without leaving home.**

Using virtual care is not only easy, it's available 24/7 to you and your covered family members. Virtual care lets you speak to a healthcare provider anytime, anywhere, by phone, tablet or computer.

**There are, however, some restrictions to what a virtual care provider from MDLIVE can and cannot do relative to COVID-19.**

## YOUR VIRTUAL CARE PROVIDER CAN

- › Assess your likelihood of COVID-19 based on symptoms and other risk factors
- › Advise you to:
  - Self-quarantine according to the latest CDC guidelines
  - Pursue COVID-19 testing via an in-person care setting
  - Go to an emergency department if symptoms are severe, and help coordinate with your local emergency department if necessary
- › Write a note excusing you from school or work for up to 14 days
- › Diagnose and treat more than 80 common conditions, reducing the need for in-person care
- › Write 90-day prescription refills for chronic conditions
- › MDLIVE can order a COVID-19 antibody test, but the patient must have a virtual visit with MDLIVE and meet criteria for testing. The test is 100% covered by Cigna through 8/1/20.\*

## YOUR VIRTUAL CARE PROVIDER CANNOT

- › Order tests for COVID-19 or advise you where to get a test
- › Treat COVID-19 cases with anti-viral medication
- › Provide a note that clears you to return to work

Together, all the way.®





## How to connect with a virtual care provider.

To contact a MDLIVE provider, go to [myCigna.com](https://myCigna.com), locate the “**Talk to a doctor or nurse 24/7**” callout and click “**Connect Now**”.



### Assess Your COVID-19 Risk.

If you're experiencing potential COVID-19 symptoms, use our **Buoy for Cigna Symptom Checker**. This free online tool provides real-time, clinically accurate information to help identify your risk for COVID-19.

Answer a few questions and the tool helps assess the severity of your symptoms and guides you to a recommended next step for care. To start your assessment, go to [myCigna.com](https://myCigna.com).

### Together we'll get through this.

For up-to-date information and resources, visit our COVID-19 Resource Center at [Cigna.com/COVID19](https://Cigna.com/COVID19).

**Together, all the way.®**



\* Criteria for antibody testing is at least 3 weeks post symptom onset or exposure to individuals with confirmed COVID-19.

And patients are symptom free for at least 10 days prior to having the test (symptom free includes no fever, cough, shortness of breath and/or other symptoms aligned in COVID-19 PUI Policy.) Virtual visits are for minor medical conditions that are not life-threatening. For emergencies and life-threatening conditions, please call 911 or visit your closest emergency room.

Cigna provides access to virtual care through national telehealth providers as part of your plan. Providers are solely responsible for any treatment provided to their patients. Video chat may not be available in all areas or with all providers. This service is separate from your health plan's network and may not be available in all areas. A primary care referral is not required for this service.

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