



# Your Virtual Care Options

## Benefits of Virtual Care

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- For unanticipated doctor visits
- Board-certified doctors
- Available anyplace
- Available anytime

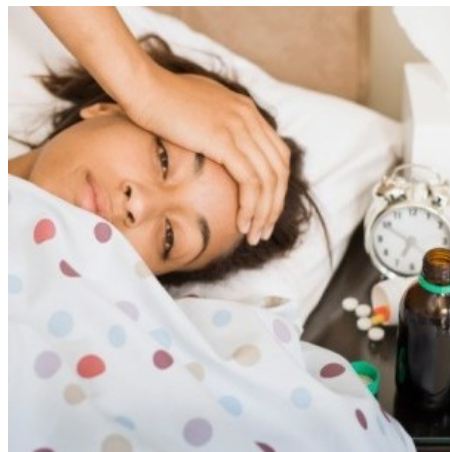


The availability of virtual care or telemedicine is changing unanticipated doctor visits for the better. In the past, if you felt sick or if something unexpected happened, you had to call your doctor and keep your fingers crossed. With virtual care, you can connect with a board-certified doctor when, where and how it suits you — from home, the office, anyplace, anytime — to get the care you need.

## Benefits of Virtual Care

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- Wide range of conditions
  - Sore throat
  - Cold or flu
  - Allergies
  - Headaches
  - Stomachaches
  - Rashes
  - Acne
  - UTIs And more
- And, you can get help with most prescriptions



You can use virtual care for a wide range of routine conditions such as a sore throat, cold or flu, allergies, headaches, stomachaches, rashes, acne, UTIs and more. And you can get help with most prescriptions.

## How Virtual Care Works

Members of Open Access & Consumer-Driven Health Plans

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- Cigna Telehealth Connection
- Use your phone or computer with internet connection
- Two options



So, how does virtual care work? It's simple.

For members of in the Cigna Open Access and Consumer-Driven Health Plans. Cigna Telehealth Connection is making sure that doctor visits have never been easier or faster. Connecting by your phone or a computer with internet connection is a snap. You can go through either Amwell or MDLIVE. Both are quality national telehealth providers, so you can choose your care confidently.

## Virtual Care is Simple

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Members of Open Access & Consumer-Driven Health Plans

- Create an account with one or both Amwell and MDLIVE
- Complete a medical history
- Download vendor apps to your smartphone/mobile device
- Visit the website or call
  - AmwellforCigna.com  
855.667.9722
  - MDLIVEforCigna.com  
888.726.3171



Set up and create an account with one or both Amwell and MDLIVE › Complete a medical history using their “virtual clipboard” › Download vendor apps to your smartphone/ mobile device.

Visit the website or call to register Register for one or both today so you’ll be ready to use a telehealth service when and where you need it. AmwellforCigna.com,\* 855.667.9722 MDLIVEforCigna.com,\* 888.726.3171

## How Virtual Care Works

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*Members of Open Access & Consumer-Driven Health Plans*

- Choose time and day
- Appointments available day or night, weekdays, weekends and holidays
- Available for covered dependents of members in the Open Access & Consumer-Driven Health Plans



After signing up, you can choose when to make the connection and set up an appointment, day or night, weekdays, weekends and holidays  
Just remember that MD Live and Amwell is for OAP and CDHP members only and their dependents, including covered spouses and children.

## When to use Cigna Telehealth Connection

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*Members of Open Access & Consumer-Driven Health Plans*

- For minor, nonemergency medical issues
- Your doctor or pediatrician is not available on your schedule
- You are traveling and need medical care
- You need a prescription or refill
- When it's not convenient to leave your home or office



When should you use Cigna Telehealth Connection?

For minor, nonemergency medical issues

Your doctor or pediatrician is not available on your schedule

You are traveling and need medical care

You need a prescription or refill

When it's not convenient to leave your home or office

## How Virtual Care Works

*Limited Network Plan*

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Limited Network Plan  
Virtual Care Options

- Kelsey Seybold
- Village Medical



And choice is good. If you are in the Limited Plan you may have telemedicine options through the provider group that you use for just a copayment.



## How Virtual Care Works

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Limited Network Plans

### Kelsey-Seybold

- 365 days a year
- E-visits
- Video visits
- Primary Care Physicians and Specialists
- MyKelseyOnline
- MyKelsey app



Kelsey-Seybold offers Virtual Care 365 days a year through e-visits and video visits with both PCPs Primary Care Physicians and Specialists. Appointments are available through MyKelseyOnline or the MyKelsey app.

## How Virtual Care Works

Limited Network Plan

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### Kelsey-Seybold E-Visits

- E-Visits treat more than 20 adult conditions/11 pediatric
- \$15 copayment
- E-Visit hours
  - M-F 8 a.m – 9 p.m
  - Sat. 10 a.m. – 4 p.m.
  - Holidays 10 a.m. – 4 p.m.
- Response within an hour

### Kelsey-Seybold Video Visits

- Video visits treat 50 adult conditions/24 pediatric
- Standard PCP and specialist copayments apply
- Video visit hours
  - M-F 8 a.m – 9 p.m
  - Sat. 10 a.m. – 4 p.m.
  - Holidays 10 a.m. – 4 p.m.

You can make both e-visits and video visits for you and your covered dependents, including patients ages 4-17 for a \$15 copayment

#### **Adult and Pediatric E-visit Hours:**

Monday – Friday: 8 a.m. - 9 p.m.

Saturday – Sunday: 10 a.m. - 4 p.m.

Holidays (When Clinic is Closed): 10 a.m. - 4 p.m.

#### **E-Visits Treat More Than 20 Conditions, Including:**

Flu

Cough and/or Cold Symptoms

Sinus Infections

UTI

Headache

Gastrointestinal Problems

Pink Eye

Depression/Anxiety

Skin Rash

Vaginal Discharge/Irritation

Get a response from a Kelsey-Seybold board-certified provider in an hour or less!

Kelsey-Seybold video visits can be made for 50 adult conditions and 24 pediatric conditions and include some specialists.

Including:

Cold/flu• Ear infection• Eczema• GERD• Laryngitis • Shingles• Sprained ankle/knee• Acne• Allergy• Burns• Cold, flu, or sinus infection• Diarrhea• Lice• Rash

And specialist visits for: Endocrinology• Gastroenterology• Neurology• Post-Op Orthopedic Surgery• Post-Op Plastic Surgery• Pulmonary Medicine• Supportive Medicine• Urology• OB/GYN

**Adult and Pediatric Video Visit Hours:**

Monday – Friday: 8 a.m. - 9 p.m.

Saturday – Sunday: 10 a.m. - 4 p.m.

Holidays (When Clinic is Closed): 10 a.m. - 4 p.m.

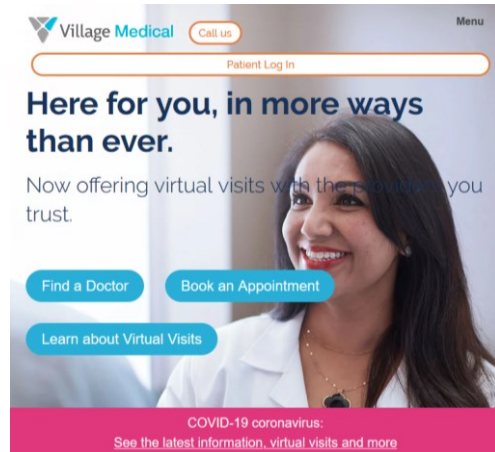
## How Virtual Care Works

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Limited Network Plan

### Village Medical Group

- VillageMD
- Primary Care Physicians
- Hours
  - M-F 7:30 a.m. – 7 p.m.
  - Weekends 7:30 a.m. – 5m.
- Schedule appointments
  - 713-461-2915
  - [Villagemedical.com/book-an-appointment](https://villagemedical.com/book-an-appointment)
  - Village Medical Patient Portal



Village Medical uses VillageMD, where you can access virtual visits with a Primary Care Physician 7 days a week: Monday through Friday from 7:30 a.m.-7 p.m., and Saturday and Sunday from 7:30 a.m. -5 p.m. (CST).

Make an appointment by calling Village Medical at [713-461-2915](tel:713-461-2915)), [going to villagemedical.com/book-an-appointment](https://villagemedical.com/book-an-appointment), or by logging into the [Village Medical patient portal](#).

## How Virtual Care Works

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*Limited Network Plans*

### Village Medical Group Virtual Visits

- Routine primary care
- Managing most chronic conditions
- Medication renewals
- If you're unwell
- Standard Primary Care Provider copayment applies



Virtual visits are available for routine primary care appointments, managing most chronic conditions, medication renewal requests or if you're unwell.

## Your Virtual Care Options

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- All plans have virtual care options
- Available day or night
- For more information, visit [cityofhoustonbenefits.org](http://cityofhoustonbenefits.org)



All plans have virtual care options for quick, easy and convenient doctor visits anytime day or night.  
For more information on your telehealth options, visit [cityofhoustonbenefits.org](http://cityofhoustonbenefits.org).