



# KNOW BEFORE YOU GO

Your guide for where to go when you need medical care.

# MedQuest

ASSOCIATES

## Cigna Health Information Line

A telephone service staffed by nurses that helps you understand and make informed decisions about health issues you are experiencing, at no extra cost. It can help you choose the right care in the right setting at the right time, whether it's reviewing home treatment options, following up on a doctor's appointment, or finding the nearest urgent care center. Just call the number on your Cigna ID card. Open 24/7.

To find a specific health care facility or doctor, go to [myCigna.com](http://myCigna.com) or use the myCigna Mobile App.

## LESS COST LESS TIME

### Cigna Telehealth Connection

Access telehealth services to treat minor medical conditions. Connect with a board-certified doctor via video or phone when, where and how it works best for you. Visit the website or call to register.

[AmwellforCigna.com](http://AmwellforCigna.com) | 855-667-9722  
[MDLIVEforCigna.com](http://MDLIVEforCigna.com) | 888-726-3171

#### Conditions Treated:

Colds and flu | Rashes | Sore throats | Headaches  
Stomachaches | Fever | Allergies | Acne | UTIs and more

#### Cost & Time:

- Costs the same or less than a visit with your primary care provider
- Appointments typically in an hour or less
- No need to leave home or work

### Convenience Care clinic

Treats minor medical concerns. Staffed by nurse practitioners and physician assistants. Located in retail stores and pharmacies. Often open nights and weekends.

#### Conditions Treated:

Colds and flu | Rashes or skin conditions  
Sore throats, earaches, sinus pain | Minor cuts or burns  
Pregnancy testing | Vaccines

#### Cost & Time:

- Same or lower than doctor's office
- No appointment needed

### Doctor's office

The best place to go for routine or preventive care, to keep track of medications, or for a referral to see a specialist.

#### Conditions Treated:

General health issues | Preventive care | Routine checkups  
Immunizations and screenings

#### Cost & Time:

- May charge copay/coinsurance and/or deductible
- Usually need appointment
- Short wait times

## MORE COST MORE TIME

### Urgent care center

For conditions that aren't life threatening. Staffed by nurses and doctors and usually have extended hours.

#### Conditions Treated:

Fever and flu symptoms | Minor cuts, sprains, burns, rashes | Headaches | Lower back pain | Joint pain  
Minor respiratory symptoms | Urinary tract infections

#### Cost & Time:

- Costs lower than ER
- No appointment needed
- Wait times vary

### Emergency room

For immediate treatment of critical injuries or illness. Open 24/7. If a situation seems life-threatening, call 911 or go to the nearest emergency room.

"Freestanding" emergency room (ER) locations are becoming more common in many areas. Because these ERs are not inside hospitals, they may look like urgent care centers. When you receive care at an ER, you're billed at a much higher cost than at other health care facilities.

#### Conditions Treated:

Sudden numbness, weakness | Uncontrolled bleeding  
Seizure or loss of consciousness | Shortness of breath  
Chest pain | Head injury/major trauma | Overdose  
Blurry or loss of vision | Severe cuts or burns

#### Cost & Time:

- Highest cost
- No appointment needed
- Wait times may be long

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