

An update to our communication regarding Telemedicine is as follows:

Due to policy changes and functionality concerns with Telehealth vendors' external apps, Cigna's Telehealth services **will now be accessed using the MyCigna app exclusively for both MDLive and Amwell effective immediately.**

Users can access MDLIVE for Cigna via:

- myCigna App
- myCigna.com
- URL: www.mdliveforcigna.com
- Telephone: 888-726-3171

Users can access Amwell for Cigna via:

- myCigna App
- myCigna.com
- URL: www.AmWellforCigna.com
- Telephone: 855-667-9722

For any questions or assistance with the Cigna Telehealth options, please contact Cigna:

Cigna On-site service representatives:

Peggy Lacroix

- Email: Peggy.Lacroix@Cigna.com
- Tel: 561-233-5474

Monica Kates

- Email: Monica.Kates@Cigna.com
- Tel: 561-233-5463

Cigna Customer Service 24/7 access:

- 800-CIGNA-24 (800-244-6224)