

New MDLIVE homepage reimagines the customer experience.






Designed to improve customer engagement, outcomes and adoption of services.



Taking a whole health view of care options.

The new MDLIVE® for Cigna HealthcareSM homepage gives customers and family members a complete look at their health care options. Customers can book appointments, get timely reminders and select their personalized care team to drive better outcomes.

Book an Appointment NC

 Urgent Care <ul style="list-style-type: none">● Wait 20 minutes or less* On-demand care 24/7 by phone or video for non-emergency illness and injuries. Learn More \$0 per appointment Get Started	 Primary Care <ul style="list-style-type: none">● Appointments in 2-5 days* Annual wellness screenings, specialist referrals, and ongoing routine care. \$0 Routine Care \$0 Wellness Screening Get Started	 Therapy <ul style="list-style-type: none">● Appointments in 1-2 days* Talk therapy and coping strategies from the comfort and privacy of home. Learn More \$0 First Appointment \$0 Follow-ups Get Started	 Psychiatry <ul style="list-style-type: none">● Appointments in 2-3 days* Assessment and support for mental health issues with medication management. Learn More \$0 First Appointment \$0 Follow-ups Get Started	 Dermatology <ul style="list-style-type: none">● Responses within 48 hours* Dermatology assessments via secure messaging. Receive a plan in 24-72 hours. Learn More \$0 per appointment Get Started
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Plus, personalized tips encourage wellness screenings and offer year-end reminders to schedule exams, when applicable.

What's new with MDLIVE?

All new functionality for a more engaging experience.

Easily find care now or schedule upcoming services

- Dynamic wait times and availability
- Description of services and common reasons for visits
- Customer sees their cost shares, prior to scheduling an appointment
- Imagery corresponds to the customer's age and gender
- Spanish translation available

Assemble a personalized Care Team

- Schedule follow-up appointments and send follow-up messages, providing a seamless continuity of care experience
- View recent providers, add providers and schedule appointments with the care team
- Ask Sophie, the MDLIVE virtual assistant, for help navigating care

Improve engagement for continued care

- See upcoming appointments with clear expectations on when to be ready
- Easily join a session
- Care plan to-dos, such as medication adherence and updates are shown.
- Get reminders to follow up with a specialist

