

# ACCESS THE AMWELL TELEHEALTH APP

It's easy to get the care you need for minor medical conditions.

1

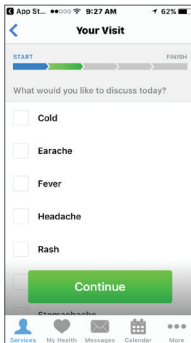
## Download the Amwell for Cigna App from the App Store or Google Play.\*



- › **Log in to your existing Amwell for Cigna account.**  
Or, sign up for the first time on the app.
- › **“Allow” access to your phone’s location** to find the closest pharmacy.
- › **Choose a doctor.** The app will default to choose the “next available provider.”  
Or, you can select from a list of providers.
- › **Confirm the appointment.** Enter who the appointment is for and the call back phone number.

2

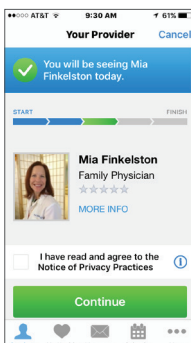
## Describe your symptoms (choose from the list). Or, select “other” to fill in your own description.



- › **Add an image if you’d like.** For example, it’s a telephone visit and you need to upload an image of a rash.
- › **Choose a pharmacy.** Scroll down to select a pharmacy for the appointment. If you’d like, you can select a pharmacy of choice for all future visits too.
- › **Provide some medical history** (if asked). If you haven’t completed your online profile, you’ll need to provide information about conditions, allergies and medications.
- › **Give your vitals** (if available). This includes blood pressure, temperature, weight, etc.

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## Get started with your visit.



- › **“Agree” to the Privacy Practices.** Then, click “Continue.”
- › **The app will search for a provider** (if you hadn’t chosen one in the beginning).
- › **“Allow” access to the microphone and camera.** It will then then connect you to the provider.

\* The downloading and use of any mobile app is subject to the terms and conditions of the mobile app and the online stores from which it is downloaded. Standard mobile phone carrier and data usage charges apply.

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In general, to be covered by your plan, services must be medically necessary and used for the diagnosis or treatment of a covered condition. Not all prescription drugs are covered. See your plan materials for costs and details of coverage, including other telehealth/telemedicine benefits that may be available under your specific health plan.

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