

USING TELEHEALTH THROUGH CIGNA

From your main dashboard, select “talk to a doctor 24/7” and then provide your location so that you are matched with a provider in your area

Telehealth access
Use Telehealth to speak with a healthcare provider anytime from almost anywhere. Make an appointment for yourself or your dependents who are 17 years or younger.

The image displays two overlapping screenshots of the Cigna Envy customer portal. The background screenshot shows the main dashboard for a user named CHARLIE. Under the 'You might be interested in' section, the link 'Talk to a doctor 24/7' is highlighted with a red box. The foreground screenshot shows the 'Find a health care provider' page. On this page, a 'Talk to a doctor 24/7' button is also highlighted with a red box. The page includes a search form with fields for 'How far from you?' (set to 5 mi), 'What location are you looking for?' (with a ZIP code field), and 'Which Country/Area do you want to find providers in?'. A 'Search' button is visible below the form. The Cigna logo is present in the top right and bottom right corners of the screenshots.

NEXT: request a consultation to make an appointment

Telehealth

Choose "Request a Consultation" to make an appointment or "Your Appointments" to view upcoming telehealth appointments.

Powered by **TELADOC**.

Talk to a doctor in minutes
via video or phone call,
24/7/365

Request a consultation

Your appointments

Request a consultation

Your appointments

Care by TELADOC

Need Help? Call +1 (857) 2563288

Please note: the telehealth feature through Cigna Envoy is in English only. Your appointment with the provider may be available in other languages as offered in the online telehealth form.



NEXT: Accept the Terms and Conditions

Consent to Telehealth

View the Terms and Conditions and Data Privacy Notice for Telehealth. Click the accept button to consent to Telehealth.

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Consent to Telehealth

By clicking Accept, I acknowledge that a copy of Teladoc Data Privacy Notice and Telehealth Terms and Conditions has been made available to me.

View Terms and Conditions

View Data Privacy Notice

Accept

Do not accept

Terms and Conditions

By clicking Accept, I acknowledge that a copy of Teladoc Data Privacy Notice and Telehealth Terms and Conditions has been made available to me.

View Data Privacy Notice

By clicking Accept, I acknowledge that a copy of Teladoc Data Privacy Notice and Telehealth Terms and Conditions has been made available to me.

NEXT: Select the person who needs to access care, which only be you since you're enrolled as an individual.

Telehealth – Who needs help?

Choose the family member that needs an appointment or add a covered dependent who is 17 years or younger.



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Who needs help today?

Family members Add new

HARISH YESTERDAY
You, 44 years old

HARISH YESTERDAY
You, 44 years old

Dependant information

Register a dependant so you are able to request consultations on their behalf.

First name

Last name

Relationship

Email address

Add new



NEXT: Enter the country you are in. **United States**

Telehealth – Where are you located?

Choose the country where you are located.



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Okay, we need to know where you will be

Country

Denmark

Next

Medical regulations can differ based on location, we use this information to connect you to the appropriate licensed provider.



NEXT: Select how you wish to take the consultation (Video call or Phone call)

Telehealth – Phone or Video Consultation

Choose a phone or video consultation.

- Phone consultation are available in multiple languages.
- Video consultations are available in English or Spanish.
- Video consultations are not available in all areas.

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Choose a service

Video call

Phone call



NEXT: Fill in the details of your appointment

Telehealth – Details

Fill in the details for your appointment; including type of consultation and phone number.

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Request a video consultation

Please enter your personal details to get started.

General Medicine Type of consultation

Country code

0000000000 Telephone number

Continue

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Request a call back

Please complete the details below and a doctor will call you back as soon as possible.

General Medicine Type of consultation

English Language

Second Preferred Language (optional)

Time zone

Country code

0000000000 Telephone number

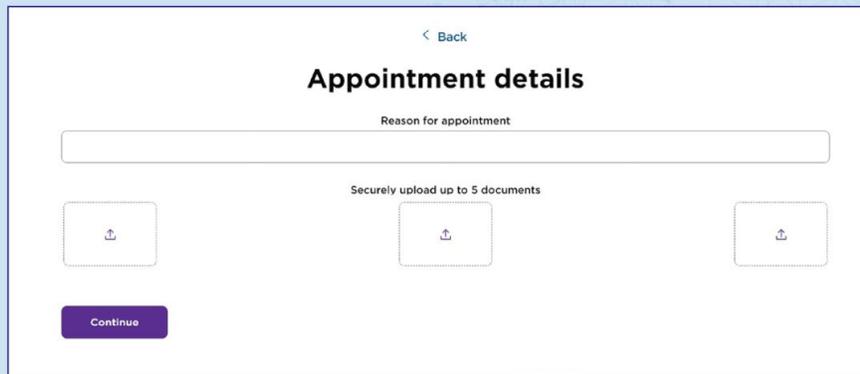
Continue



NEXT: Provide the reason for the appointment, select an appointment time /date, and lastly book the appointment

Telehealth – Appointment Details

Provide relevant appointment details such as the reason for your appointment and images.



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Appointment details

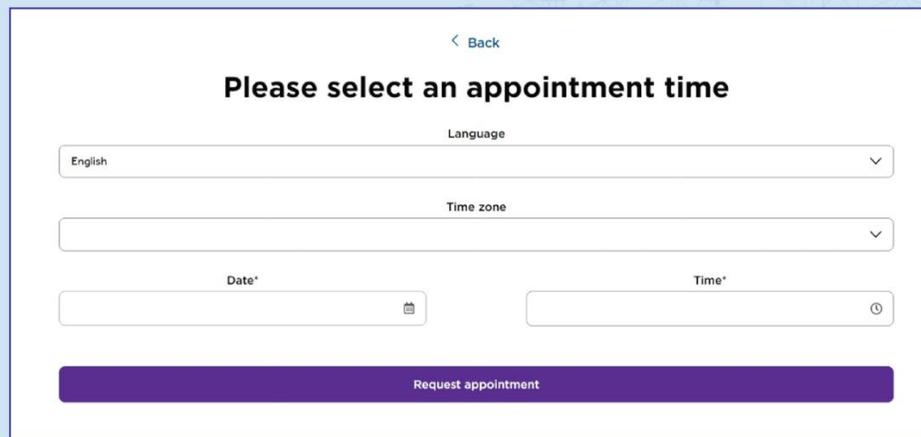
Reason for appointment

Securely upload up to 5 documents

Continue

Telehealth – Appointment Time

For video consultations, set the date and time for your appointment.



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Please select an appointment time

Language

English

Time zone

Date*

Time*

Request appointment

Your appointment has been booked.

We have sent you an email with your appointment details. You can access your Global Care on Demand appointment up to 5 minutes before your appointment time.

[Continue](#)

We have received your Call Back request.

A doctor will call you back as soon as possible within the next 24 hours.

[Continue](#)