



HEALTHY@HARRIS
Caring for ourselves so we can care for others

HARRISHEALTH
SYSTEM

Being A Wise Healthcare Consumer

Taught by Harris Health System Employee Wellness Team

A woman with brown hair tied back is sitting at a desk, talking on a black mobile phone held to her ear. She is looking towards the camera with a slightly stressed or busy expression. In front of her, a young child with light brown hair is sitting at the desk, holding a yellow flower. The child has a frustrated or angry expression. The woman's hands are on a white computer keyboard. The background is a blurred office or home workspace with shelves and a computer monitor.

**Life can be busy
and complicated.**

Learning Objectives

- Connecting with Cigna & Kelsey
- Resources and Programs
- How to Pay Less for Care

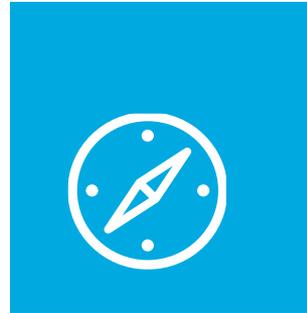
Building Healthy Relationships



Building trusting, supportive connections with you



Offering responsive personal service 24/7/365



Making it easy to navigate the health care system



Providing real-time cost and quality information to help you pay less



Helping you improve your health, well-being and sense of security

Contact Cigna Anytime

Caring personal service

- Talk to a real person 24/7/365
- Call the phone number on the back of your ID card
- Or dial **800.CIGNA24** (800.244.6224)
- English- and Spanish-speaking representatives
- Interpreter services available in 150+ languages

24-Hour Health Information Line

- Call **800.244.6224** day or night
- Speak directly with an experienced nurse
- Get information about fevers, colds, coughs and other illnesses
- Learn about options to help you decide where to go for care

myCigna is Your Cigna



Your personalized Cigna website

- Register on myCigna.com in a couple of minutes
- Log in anytime to access information, tools and resources

What you can do on myCigna

- Take your fun and confidential Health Assessment
- Search for doctors by specialty, procedure, location and language
- Compare cost and quality information for doctors, hospitals, and other providers
- Monitor services and manage your plan
- Use easy tools to estimate medical expenses

Mobile App

Download the myCigna Mobile App* to:

- Access your Cigna account on the go
- Find doctors and medical services
- Manage and track claims
- View ID card information for the whole family
- Review deductibles, account balances and claims



POP QUIZ

Q: Where can you find your Cigna medical ID Card?

- a) On myCigna.com*
- b) On myCigna mobile app*
- c) Both a&b*
- d) At the bottom of the ocean*

Telehealth

Cigna Telehealth Options

- Cigna provides access to **two** telehealth services as part of your medical plan – **Amwell** and **MDLIVE**.
- Cigna Telehealth Connection lets you get the care you need – including most prescriptions – for a wide range of minor conditions.
- Now you can connect with a board-certified doctor via video chat or phone, without leaving your home or office. When, where and how it works best for
- Our **Cigna Behavioral Health** contracted providers are also available for telehealth video consultations during the providers' regular business hours.
- If you are seeking a behavioral health provider, search the provider directory on **Cignabehavioral.com** using “Telehealth Specialty.”

Conditions treated by Telehealth doctors



General health

- Acne
- Allergies
- Asthma
- Bronchitis
- Colds and flu
- Diarrhea
- Earaches
- Fevers
- Headaches
- Infections
- Insect bites
- Joint aches
- Nausea
- Pinkeye
- Rashes
- Respiratory infections
- Sinus infections
- Skin infections
- Sore throats



Pediatric care

- Colds and flu
- Constipation
- Earaches
- Nausea
- Pinkeye

How Telehealth works



Register online

Register online with one or both to use the service when needed

By phone



Step 1: Call toll-free

Call the toll-free hotline available 24/7/365, including holidays. MDLIVE: 888.726.3171. Amwell: 855.667.9722.



Step 2: Speak with a coordinator

A consultation coordinator locates the next available doctor and prepares you for the consultation.



Step 3: Speak with the doctor

Once an available doctor is located, the system automatically calls and connects the doctor to you.

Post-visit



Email communication

Decide if the consultation history will be sent to your primary care provider.

By videoconference



Step 1: Visit myCigna.com website

Find Care & Costs tab. Click on Cigna Telehealth Connection. Select Amwell or MDLIVE option.



Step 2: Find a doctor

Search for a doctor by a criteria, such as specialty, language, gender, location or simply find the next available doctor.



Step 3: See the doctor online

Once an available doctor is located, the system automatically connects the doctor to you.



Prescription services

Amwell and MDLIVE doctors may prescribe medication when appropriate and send the prescription directly to your pharmacy.**

POP QUIZ

Q: What is Telehealth?

a) A new reality TV show

b) A cost-effective alternative to in-person care for minor, non-emergency health care via a secure video or phone conversation.

Connecting with Kelsey

Speak with a Concierge Representative

- 713-442-0006
- Monday-Friday 8am-5pm
- For assistance with locating a physician
- Help with scheduling an appointment

Contact Kelsey's Appointment Center

- Available 24/7, 365 days each year
- 713-442-0000
- Schedule an appointment
- Speak with after hours nurse

Kelsey-Seybold Virtual Health

Efficient • Convenient • Kelsey-Seybold Quality



365 Days a Year – Days, Evenings, and Weekends

Primary & Specialty Care Video Visits

Have a real-time conversation with a Kelsey-Seybold board-certified provider

Primary Care

50 Conditions

Adult Video Visits (18 years+)

- Cold/flu
- Ear infection
- Eczema
- GERD
- Bladder infection
- Sore throat
- Laryngitis
- Shingles
- Sprained ankle /knee
- Pink eye
- Thyroid

24 Conditions

Pediatric Video Visits (4-17 years)*

- Acne
- Allergy
- Burns
- Cold, flu, or sinus infection
- Diarrhea
- Lice
- Rash
- Cuts and scrapes
- Pink eye

*Conducted by a Kelsey-Seybold Pediatrician

Spanish language Video Visits for adults also available.

Specialty Care

- Endocrinology
- Gastroenterology
- Neurology
- OB/GYN
- Post-Op Orthopedic Surgery
- Post-Op Plastic Surgery
- Pulmonary Medicine
- Supportive Medicine
- Urology and more

*Video Visits are a covered benefit for many health plans and will accumulate to your MOOP. Check with your health plan for more details. Please note that controlled substances and narcotic pain medications cannot be prescribed.

Hours

Adult Monday – Friday, 8a – 9p • Pedi Monday – Friday, 8a - 5p
Saturday, Sunday, and Holidays, 10a - 4p

Adult & Pediatric E-visits

Get a response from a Kelsey-Seybold board-certified provider in an hour or less!

20 Conditions

Adult E-visits (18 years+)

- Allergy
- Anxiety
- Back pain
- Cold/Flu
- Cough
- Diarrhea
- Gastroesophageal reflux
- Red eye
- Sinus problems
- Sore throat
- Bladder infection
- Hyperthyroidism, and more

11 Conditions

Pediatric E-visits (4-17 years)

- Allergies
- Cold
- Constipation
- Cough
- Diarrhea
- Flu
- Heartburn
- Red eye
- Sinus problems
- Acne
- Rash

Kelsey-Seybold Virtual Health is available on:



MyChart App

On your smartphone or tablet.



MyKelseyOnline.com
Your Secure Health Portal

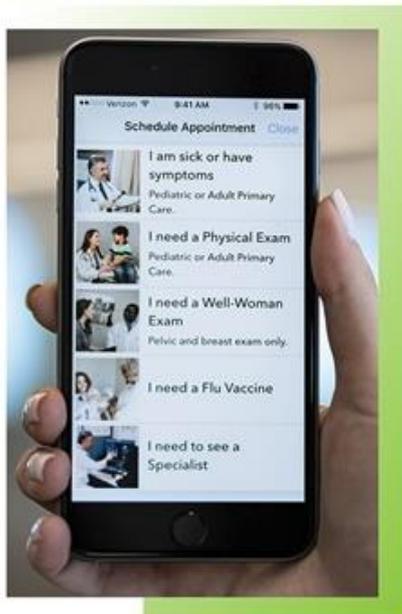
On your computer/laptop.

Hours

Monday – Friday, 8a – 9p
Saturday, Sunday, and Holidays, 10a - 4p

You Have an Online Connection to Your Doctors with MYKELSEYONLINE

Your Health Portal



Make appointments



Get most lab test results



Email your doctor's office



Refill, request prescriptions online



Schedule Video Visits



75% of our patients choose to connect online using MyKelseyOnline.



PAYING LESS FOR CARE

Eight ways to save

Easy ways to save more

- **Stay in the Cigna/Kelsey network.** You can save big when you use an in network doctor, hospital or facility.
- **Look for Cigna Care Designations.** You may save more when you choose a Cigna Care Designation doctor or a Centers of Excellence hospital.
- **Get routine preventive care.** Wellness checkups, routine immunizations and preventive screenings can help detect or prevent serious diseases.
- **Go to an urgent care facility.** If your condition isn't serious or life-threatening, using urgent or convenience care can be much more affordable than an ER visit.

Easy ways to save more (continued)

- **Stick with lower cost labs.** Nationals labs like Quest Diagnostics® or Laboratory Corporation of America can save you up to 75%.*
- **If you can, use an independent radiology center****
 - If you need a CT scan or MRI
 - Can provide quality service, but usually at a lower price than a hospital
- **Consider an outpatient surgical center**
 - If you need a colonoscopy, GI endoscopy or arthroscopy
 - In-network outpatient surgical centers can be a cost-effective option

Your Cigna Healthcare Team

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Contact Us!

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Caring for ourselves so we can care for others

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[Visit our internet website!](#)