

FYI

Lisa Avellino: "CIO-To-Know"

We're proud to share that Lisa Avellino, MSOL, our Chief Information Officer, has been named by Becker's Hospital Review as one of their "CIOs of Hospitals and Health Systems to Know" for 2026.

This national recognition highlights the year's boldest leaders driving transformation in the healthcare industry— from IT strategy, AI integration, telehealth expansion, and advanced cybersecurity initiatives and more.

Lisa's work behind the scenes powers the infrastructure that supports our clinicians and patients every day, ensuring our teams have innovative and forward-thinking technology systems that support both patients and providers — positioning Gaylord for continued growth and excellence.

We're thrilled to see strong women leading innovation in healthcare technology. Congratulations Lisa!

Read the full Becker's Healthcare list [here](#).



Gaylord Cup Honors North Haven Clinic and Workers' Comp Team



At the February Management meeting, President & CEO Sonja LaBarbera presented the Gaylord Cup to two high-performing teams: the North Haven clinic and Workers' Comp team. In her remarks, she noted that both consistently create amazing patient experiences and achieve very high performance standards.



The North Haven clinic is currently achieving a 92% Top Box rating for patient satisfaction, exceeding its 90% goal. Through January, they have seen 18,033 visits. That is 1,894 visits over budget, and they are 2,063 visits over last year, which equates to 12.9% year-over-year growth in just the first 4 months!

continued on page 2...

- I nnovation
- T eamwork
- I nclusion
- S afety
- I ntegrity
- C ompassion
- A ccountability
- R espect
- E xcellence

FYI DEADLINE

Submissions for the next issue due:

Fri, Mar 13 2026

Submit requests in JIRA

A Warm Welcome for Guilford Speech

We recently marked the opening of our outpatient speech therapy clinic with a ribbon cutting attended by community leaders, board members, patients, and staff. The program featured remarks from First Selectman Matt Hoey, Shoreline Chamber President Rachel Lendler Rusconi, and Dr. Arman Fesharaki-Zadeh, along with a patient testimonial from Cameron Celotto.

The early response from the community has been incredibly positive, underscoring both the need for services in the area and strength and compassion of the Guilford team already making an impact.



FUN SCRUB FRIDAYS

FOR CHARITY

Friday, March 6

to benefit: Love Your Brain

Sticker: \$2

Clinical staff may wear fun scrubs on this day for a small donation to a local charity. Purchase a sticker for \$2 in the following locations: Cafeteria, Servery, HR, Outpatient Therapy Wallingford. Fun Scrub Fridays will follow the Jeans for Charity schedule.

Innovation Idea

Gaylord
Specialty Healthcare

NOMINATE TODAY!

Nightingale Awards for Excellence in Nursing



Honoring nurses who embody nursing excellence and go above and beyond the call of duty in an array of clinical and educational environments.

Nominations close March 6

Scan to nominate

Eligible recipients include: RN, LPN, APRN
Please give examples (in 200 words or less) of what sets this nurse apart.

Gaylord
Specialty Healthcare

Gaylord Cup (cont. from pg. 1)

"That is amazing, and we thank the North Haven team for their efforts and their expertise. We recognize your collective success. You are amazing."

In her recognition of the Workers' Comp team, she noted that the inpatient workers' comp volume has been a key driver of Gaylord's current financial results. Inpatient workers' comp has had 1,330 patient days through January, which is 364 days over budget (37.7% over budget) and 422 patient days over the prior year, representing 46.5% year-over-year growth.

She lauded the team for the time, energy, and effort that had gone into achieving that growth. She noted some of the strategies they have employed, such as the tiered contract with Paradigm, numerous on-site visits with insurance carriers, and, most importantly, the hospital staff's expertise and concierge-level care, which have impressed workers' comp carriers and made us a destination of choice for their injured workers.

"Thank you to the WC team for your efforts – you guys rock!"

Celebrating
MARCH 11

REGISTERED DIETITIAN
RDN
DAY NUTRITIONISTS



Stop by the cafeteria on **March 20**
for a delicious "Dietitian's Pick" meal!

Welcome

to the Gaylord Team!

Tanara Crockett	RN - Lyman 1
Beth Garcia	PCT - Hooker 2
Mallory Giles	PCT - Hooker 2
Jenna Girouard	Pharmacy Tech
Jillian Gordneer	PCT - Lyman 2
Josmy Joseph	RN - Milne 1
Rohan Lewin	LPN - Lyman 1
Siobhan Lowman	PCT - Hooker 1
Lyrice Pearsall	PCT - Hooker 1
Ezequiel Rosario	PCT - Hooker 1
Yiset Salcedo	EVS Aide
Evan Smith	EVS Aide



Trish Ralston, RN on Milne 2, is thrilled to welcome her new baby boy, Lachlan, born on November 25 and shares:

"Fun Fact: Another Gaylord nurse, Morgan Douglas, was in the delivery room and was amazing! Could not have done it without her!!"



Rings, Rice & Rattles

Have exciting news to share? We love highlighting the milestones that make our Gaylord family shine.

- **Engaged?** Send us: your name, department, fiancé's name (optional), and your wedding date if it's set.
- **Just Married?** Send us: your name, department, wedding date, spouse's name, location (optional), and any last name change.
- **New Baby or Adoption?** Send us: your name, department, child's name, date of birth, and length & weight (optional).

Email your info to publicrelations@gaylord.org.
By submitting, you are giving us the green light to share your story internally in FYI.

Patient Safety Awareness Week

March 8 - March 14



Show your support by wearing purple on **Wednesday, March 11**

Take pictures within departments and email to publicrelations@gaylord.org to be published in FYI.

A St. Patrick's Day Celebration

Get ready for a bit of Irish cheer at Gaylord. Maggie Carchrie and her family will bring music, bagpipes, and Irish step dancing for a festive St. Patrick's Day celebration.

Saturday, March 14
6 p.m. • Inpatient Gym

Join us for an hour of music and merriment. Patients, visitors, and staff are all welcome.

The event is organized by Chaplain Vince Gierer and Music Therapist Leah Muller, inspired by the success of the Holiday Concert in December.

"Music brings joy and comfort to so many, and we're delighted to bring this event to Gaylord," said Muller.

Because if there's one thing better than good music... it's good music with bagpipes.

Questions? Contact Chaplain Vince at VGierer@gaylord.org

MARCH 2026 / SAFETY TIPS

From The Employee Health and Safety Committee

Workplace Safety Refresher: Employee & Patient Safety

Key Tips:

Keep walkways and work-spaces clutter-free.



Always follow PPE (Personal Protective Equipment) guidelines.



Report hazards or unsafe conditions immediately.



Use proper lifting techniques and request assistance when needed.



Remember: **Safety Starts With You**

Identifying "High Risk for Violent Behavior" Patients

- To enhance the safety of our staff, the RNs complete the ATACCH Evaluation tool to help identify the potential for violent behaviors for all new patients upon admission.
- ATACCH stands for:
 - Agitation, Threatening, Aggressive, Combative, Confrontational, Hostile
- In the event a patient is deemed a potential to exhibit any type of violent behavior, nursing will place a sign on the patient's door.



As a reminder, if you see this sign on a patient door, check in with nursing for specific safety information you need before interacting with the patient.

MARCH IS BRAIN INJURY AWARENESS MONTH



WHAT IS A TRAUMATIC BRAIN INJURY?



- A blow or jolt to the head that disrupts the function of the brain.
- Can be mild or severe and can result in long term problems.
- Injuries to the brain can result in difficulty with functioning and thinking.

COMMON CAUSES



- Bike Crashes
- Car crashes
- Diving into pools
- Falls
- Sports/recreation
- Violence

HOW CAN YOU REDUCE THE RISK?



Wear a helmet!

Wearing a helmet can reduce the risk of serious head injury by as much as 85%

HOW CAN YOU REDUCE THE RISK?

- Look both ways before you cross the street
- Wear a seat belt
- Check water before diving
- Don't bike/drive while talking or texting on the phone
- Never drive under the influence
- Non-violent conflict resolution: talk it out or walk away

Peer Applause...

MARCH Service Awards

Thank you and congratulations to the following employees for their years of service to Gaylord:

15 YEARS

Bob Hall
Facilities

Evelyn McInnis
Admissions

10 YEARS

Arelis Quintana
Nursing Services

Andrea Fairchild
Nursing Services

Alice Wang
Nursing Services

Kathryn Prevost
Workers' Compensation

5 YEARS

Christy Carrano
Nursing Services

EMPLOYEE
of the
YEAR



Has a colleague gone
above and beyond?

Nominate them today.

Scan the QR code.



Congratulations to the following staff who were recognized by their peers in the month of February. Each month a name is pulled to win a prize.

Dhimitri Stojko Physical Therapy IP

Tamara Rodriguez Admissions RAFFLE WINNER

Shane Gallagher Madison Ortho PT

Laura Phipps Public Relations

Michael Denette Facilities Management

Stephanie Zanvettor Physical Therapy IP

Jacqueline Coley Physical Therapy OP Neuro

Kimberly Fredsall Physical Therapy OP Neuro

Lindsey Lucas Physical Therapy OP Neuro

Katherine Saia Occupational Therapy Neuro OP

Tomika Williams Nursing Services Lyman 1

Kacey Gifford Occupational Therapy IP

Marc Garcia Information Technology

Jill Ray Madison Intake Representative

Did your
co-worker go
above and
beyond?



Scan the QR code to recognize them!



Need to communicate to all staff in a snap?

If you would like a SnapComms screen saver created, submit a request through **JIRA** (via Sharepoint) to let us know.

Please note: requests emailed directly to team members cannot be guaranteed to be received or processed.

Thank you!

Need to access Gaylord's Employee Assistance Program?
Call (860) 233-6228.



AMERICAN NURSES CREDENTIALING CENTER
CELEBRATE
CERTIFIED NURSES
MARCH 19

Celebrating our **CERTIFIED NURSES** who hold specialty certifications in their field of expertise! **THANK YOU** for your commitment and dedication to your nursing specialty.



2026  **MEDICAL STAFF PHOTO CONTEST**

VOTE TODAY!
Visit the cafeteria or the intranet homepage (PULSE) to vote for your favorite photo.
Voting ends **Thursday, March 26**

Be on the lookout for the Medical Staff Photo contest!! As part of this year's Medical Staff Appreciation Day celebration, we are once again asking all medical staff to submit photos for display and Gaylord staff will choose their favorite.

Photos **will be on display in the cafeteria from March 10 through March 26** and staff are encouraged to vote for their favorite. The exhibit and voting will also be available electronically on the intranet. Voting will then close and names of the photographers will be attached to their photos.

The winning photo will be announced at the Medical Staff Appreciation Day Reception on March 30th, then framed and displayed in the Milne 1 lobby.

Not Your Average Game of Cornhole

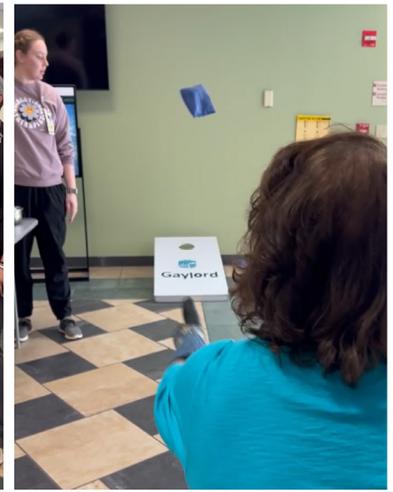
TR Demo Shows How Play Supports Recovery

In honor of Therapeutic Recreation (TR) Month, Gaylord's TR team brought an interactive demonstration to the cafeteria, giving staff a small glimpse into the challenges many patients work through during rehabilitation.

The activity looked familiar — cornhole — but with a few added twists: participants had to play seated, using only their non-dominant hand while wearing an oven mitt. As many quickly discovered, it's harder than it looks... which is exactly the point.

Therapeutic Rec uses purposeful activities like this to help patients build dexterity, coordination, endurance, confidence, and independence in creative and meaningful ways. It may look like a game, but behind every throw is a goal.

Congratulations to raffle winner Odalys Delgado, who scored a free lunch. Thank you to everyone who stopped by to take a shot (oven mitt and all) and help spotlight the work of our Therapeutic Rec team.



SAFETY STARTS WITH ME NEAR MISS OF THE MONTH

The Safety Coaches have selected to celebrate **Heather Errichetti, RN, Nurse Leader on Milne 2** and her use of our CHAMP tools to catch and report a Near Miss she submitted in December '25.

By demonstrating strong **Attention to Detail**, Heather noticed something missing while reviewing MD notes. A patient was scheduled for repeat imaging that day, but when she checked the orders, no imaging order had been placed.

Heather contacted the physician to clarify, and an order was quickly entered. The patient was able to complete the imaging on time, allowing care and interventions to continue without delay.

By speaking up and taking action using the CHAMP tool, **STAR**, Heather helped prevent a disruption in patient care. Thank you, Heather, for protecting our patients!



We'd like to acknowledge the following staff who submitted Near Misses in December:

- Danielle Orsini
- Garrett Linske
- Heather Errichetti
- Kaila Liegl

On behalf of the
Quality & Safety Department

Thank You for
Speaking Up for Safety

Gaylord CARF Curriculum



To support organization-wide compliance and high-quality care, the CARF curriculum provides required education on core CARF competencies for both licensed and unlicensed staff.

Topics include:

- Care of patients with spinal cord injury
- Care of patients with acute brain injury
- Population-specific considerations including age and culture
- Care of patients with an amputation
- Wound care and pressure injury prevention

The course includes a brief knowledge check. Because the content is intentionally broad, some topics may not apply to every role. Departments will assign additional, role-specific CARF education as needed.

➔ **Now Available in Gaylord U.** • [Due April 1](#)

March's Featured Courses:

- [Building Up Your Emotional Intelligence](#) (0.5 credit hrs.)
- [Enhancing Communication Through Listening](#) (0.5 credit hrs.)
- [Preventing And De-Escalating Crisis Situations](#) (1.5 credit hrs.)
- [Daily Time Management Skills for Success](#) (0.5 credit hrs.)



Each month, one lucky scholar will **win a raffle prize** by completing any one of the monthly featured courses in Gaylord University!

The Mulligan Concept™: Lower Quadrant Course

Hands-on manual therapy training hosted at Gaylord



Why Attend?

- Learn pain-free **Mobilization With Movement™** (MWM) techniques for the lumbar spine, SI joint, hip, knee, ankle and foot
- Earn **15 CEUs**
- Evidence-based, hands-on training you can use immediately in practice

Course Details

📍 Gaylord Therapy-North Haven

📅 March 7-8, 2026

🕒 Sat: 8AM-5:30PM | Sun 7:30AM-1PM

💰 \$599



Scan to register

Next Grand Rounds:

- » **Mar 17 • 12-1p: Cognitive Behavior: Acquired Brain Injury Waiver**, Kari Buck, MS, OTR/L, CBIS
Brooker Lecture Hall

Missed a Grand Rounds? Watch Online!

Recordings are available on Gaylord University > "training" > "courses" > then search "Grand Rounds."



Did you know Gaylord holds a weekly 'Photo of the Week' Contest on the intranet homepage?

Share your amazing photos with us and your photo may be chosen for display on the intranet homepage for one week for all to see. Please email photo entries to publicrelations@gaylord.org with your name, department, title and brief description of the photo.





Protect What Protects Us

HOW NATURE SUPPORTS OUR HEALTH — AND HOW WE CAN CARE FOR IT

The natural world quietly supports human life every day. Clean air, safe water, food, and climate balance all come from healthy ecosystems. Protecting nature is one of the most effective ways to protect human health. A healthy planet means healthier people. Caring for the environment is a wonderful form of preventative healthcare. If we can protect the natural systems that support life, we can protect our health, communities, and future generations. Caring for the planet is not that different from caring for people- it is the same work.

TREES & GREEN SPACES:

- Clean the air by absorbing pollution
- Produce oxygen
- Reduce heat and flooding
- Improve mental health and stress regulation
- Time in nature supports overall nervous system regulation

How to protect them:

- Plant and care for trees
- Protect green spaces
- Use less paper
- Leave natural areas undisturbed

SOIL & PLANT LIFE

- Grow nutritious food
- Store carbon
- Support water filtration
- Maintain long-term food security

How to protect them:

- Compost food scraps
- Reduce food waste
- Support sustainable farming
- Do not remove leaves and natural ground cover

WATER SYSTEMS (Rivers, Lakes, Wetlands, Oceans)

- Provide drinking water
- Support food sources
- Filter pollution naturally
- Reduce flooding and storm damage

How to protect them:

- Conserve water at home and work
- Prevent litter and runoff
- Properly dispose of chemicals and medications
- Keep storm drains clear

POLLINATORS & BIODIVERSITY

- Support food production
- Maintain balanced ecosystems
- Help ecosystems recover from stress and change

How to protect them:

- Plant native plants and flowers
- Avoid pesticides when possible

Thank you for your support!

We are all contributing to our reduction of waste and the health of our environment!



Academic Scholarships Available

Apply today!

Visit the intranet/Nomination Forms for the application.



Friday,
March 6

The featured
organization is:

Love Your Brain

Love Your Brain improves the quality of life for people affected by traumatic brain injury through yoga, mindfulness, education, and community-based programs.

[Click here to learn more](#)



Human
Resources

Calendar of Engagement Events MARCH



WED
4
MAR

Onsite Massages

9am-1pm
Library



TUES
31
MAR

Gut Health: What You Need to Know

Lunch & Learn
12:10pm
Brooker Lecture Hall



THURS
12
MAR

Transamerica Onsite Presentation

Roadmap to Debt Management
12:10pm
Brooker Lecture Hall



EVERY
MON
MAR

Onsite Zumba

4:10pm
Inpatient Gym



FRI
13
MAR

Onsite Massages

1pm-4pm
Library



EVERY
WED
MAR

Onsite Yoga

4:10pm
Brooker Lecture Hall

Visana

TUE
24
MAR

How to Manage
Your Chronic Pelvic
Pain and Flourish
12:00pm, Virtual



Scan to register

Questions? RSVP for Gut Health Lunch & Learn?

Contact Jessica DiMichele x2848
or email jdimichele@gaylord.org

2 0 2 6

Employees need a Jeans for Charity sticker or button to indicate their participation.

Stickers can be purchased for \$2 in the cafeteria, Jackson Java, Jackson 2 outpatient, Human Resources, and all outpatient clinics.

**DONT WAIT
REGISTRATION
FILLING UP
QUICKLY**

**SIGN UP
TODAY!**



SAVINGS CODE
staff26
\$10 off

**SATURDAY
JUNE 13, 2026
5K RUN
OBSTACLE COURSE**

GAYLORD HOSPITAL, WALLINGFORD, CT

To Benefit:



Register today at gaylordgauntlet.org • PRICES INCREASE After March 31.

Complimentary Headshots Available

Updating your photo helps:

- Your professionalism
- Your confidence
- Your coworkers recognize you in emails

Do your part.

Thurs, March 19
• 9am–3pm •

[Click Here to sign up](#)

Outpatient headshots available on site.
Contact Kate Brophy with any questions.
x3459 • kbrophy@gaylord.org



Put it on the Calendar!

- Mondays: Weekly Zumba Series, 4:10pm, Inpatient Gym
- Tuesdays: "Take a Breath Tuesdays" - Ten Minute Meditative Moment, 12:10pm, Chapel on Jackson Ground
- Wednesdays: Weekly Yoga, 4:10pm, Brooker Lecture Hall
- F 3/6: Jeans for Charity and Fun Scrub Friday
Nightingale Award Nominations Close
- S 3/7–8: Mulligan Concept Course
Gaylord Therapy – North Haven
Sat 8am–5:30pm | Sun 7:30am–1pm
- 3/8-3/14: Patient Safety Awareness Week
- W 3/11: Wear Purple for Patient Safety Day
- Th 3/12: Transamerica Presentation: Roadmap to Debt Management
Brooker Lecture Hall, 12:10pm
- S 3/14: St. Patrick's Day Celebration
Inpatient Gym, 6pm
- T 3/17: Grand Rounds: Cognitive Behavior ABI
Brooker Lecture Hall, 12–1pm
- Th 3/19: Headshot Appointments
- T 3/24: How to Manage Your Pelvic Pain and Flourish Virtual, 12pm
- Th 3/26: Medical Staff Photo Contest Voting Ends
- M 3/30: Exploring Passover, Lyman Solarium, 4pm
- T 3/31: Gut Health: What You Need to Know (Lunch & Learn) Brooker Lecture Hall, 12:10pm
- W 4/1: CARF Curriculum in UKG Due
- Th 4/30: Blood Drive



FINANCE SEMINAR:

Roadmap to Debt Management

Thursday, March 12
12:10 p.m.

Brooker Lecture Hall

RSVP to jdimichele@gaylord.org



GAYLORD IN THE



Everyday Health: How to Prevent Falls When You Have Multiple Sclerosis (MS)



Kimberly Hopkins, DPT, outpatient physical therapist in our Cheshire clinic, was featured as an expert in a recent **Everyday Health** article focused on reducing fall risk for people living with Multiple Sclerosis.

Kim explained how MS can disrupt communication between the brain and body, affecting balance and reaction time even when someone appears steady. She shared practical strategies including strength and balance training, practicing everyday movements, and making simple home modifications to support safety and independence.

[Read the full article here.](#)



Here's a snap from the most recent Paint Night, on February 28, hosted by HR in partnership with [Shine Your Light CT](#), a local nonprofit that brings creative, healing experiences to communities through art, yoga, movement, music, and mindfulness.

These artsy evenings are held each quarter, so keep an eye out for the next one - we'd love for you to join!



Blog Alert!



Jerry Kaplan, MD — In a new blog post, Dr. Kaplan explores an often-overlooked source of persistent low back pain that can account for up to 30% of cases.

[Treated for a Disc Problem but Still in Pain? The Often-Overlooked Source of Low Back Pain](#)

Corey Podbielski, PT — Corey recently authored a series of blog posts exploring sarcopenia, the age-related loss of muscle mass and strength, and why building and maintaining leg strength is key to healthy aging.

- [Top Signs You Might Have Sarcopenia: What to Watch For](#)
- [What Is Sarcopenia and Why It Matters More Than You Think](#)
- [Leg Strength and Longevity: Why Strong Legs Matter as You Age](#)
- [The 5 Best Leg Exercises for Longevity](#)



Psst... Want to contribute to a blog? Do you have a topic that you're passionate about? We'd love to hear from you! Email Joy at jsavulak@gaylord.org and let's get blogging!

One Membership. Thousands of Ways to Stay Active and Save Money.

- 12,200+ Gyms**
- 9,700+ On-Demand Videos**
- Enroll Your Spouse²**

**No annual fees or long-term contracts.
Switch gyms anytime.**



Plus: 5,800+ Premium Gym Options at exercise studios, outdoor experiences, and others with **20% – 70% discounts** at most locations³

STANDARD FITNESS MEMBERSHIP
\$28/mo¹
 12,200+ FITNESS CENTERS
 9,700+ WORKOUT VIDEOS
Active&Fit DIRECT™

Get Started: <https://discoverhealthyrewards.sites.cigna.com>

¹ Add a spouse/domestic partner to a primary membership for additional monthly fees. Spouses/domestic partners must be 18 years or older. Fees may vary based on fitness center selection.

² Monthly fees are subject to applicable taxes.

³ Costs for premium exercise studios exceed \$28/mo. and an enrollment fee will apply for each premium location selected, plus applicable taxes. Fees vary based on premium fitness studios selected.

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Health care that's there for you when and where you need it

Head-to-toe virtual care from MDLIVE.



Virtual care is making access to high-quality healthcare more convenient and affordable — for you and every covered member of your family. That's why Cigna HealthcareSM has partnered with MDLIVE[®] to offer a broad suite of convenient virtual care options — available by phone or video, and in English or Spanish



Primary Care¹

Easy, fast appointments, referrals, prescriptions, lab work and diagnostic tests

- Preventive care and wellness screenings available at no additional cost to identify conditions early.²
- Manage chronic conditions and establish a relationship with the same primary care provider (PCP) through routine care.
- Receive orders for biometrics and blood work at local facilities.³



Urgent Care

On-demand 24/7 or schedule a time that works for you

- Convenient, affordable alternative to urgent care centers and the emergency room.
- Care for many minor illnesses and injuries, such as infections, cold & flu, and sinus problems.
- Includes pediatric care, allowing your child to be seen quickly and from the comfort of their home.



Dermatology⁴

Fast, customized care for skin, hair, and nail conditions — no appointment required

- Care for common skin, hair and nail conditions including acne, eczema, psoriasis, rosacea, suspicious spots and more.
- Upload photos and describe symptoms for board-certified dermatologists to review.
- Diagnosis and customized treatment plan, usually within 24 hours.



Behavioral Care

Talk therapy and psychiatry from the privacy of home, with no waiting rooms

- Access to licensed therapists and board-certified psychiatrists.
- Schedule an appointment that works for you and have recurring sessions with the same provider.
- Care for topics such as anxiety, stress, life changes, grief and depression.



Prescriptions available through home delivery or at local pharmacies, if appropriate.

Disclosures listed on next page.

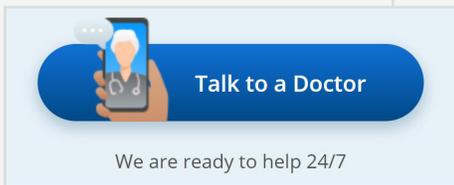
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It's easy to connect to care.

Virtual care visits are convenient and easy, whether you choose on-demand care or to schedule an appointment. And you can select an appointment in English or Spanish.

1.

Access MDLIVE by logging into myCigna.com® or by using the myCigna® app.



2.

Find the “Talk to a Doctor” button on the homepage. You may have to scroll down.

3.

Select the type of virtual care you need — Medical or Counseling. Estimated cost will be shown.⁵

4.

Schedule your appointment or start your visit today.



Visit [myCigna.com](https://mycigna.com) or call MDLIVE at 888.726.3171 when you need virtual care.



1. Virtual primary care through MDLIVE is only available for Cigna Healthcare medical members aged 18 and older.
2. Appointments are required. For customers who have a non-zero preventive care benefit, MDLIVE virtual wellness screenings will not cost \$0 and will follow their preventive benefit.
3. Limited to labs contracted with MDLIVE.
4. Virtual dermatological visits through MDLIVE are completed via asynchronous messaging. Diagnoses requiring testing cannot be confirmed. Customers will be referred to seek in-person care. Treatment plans will be completed within a maximum of 3 business days, but usually within 24 hours.
5. Prices shown on myCigna are not a guarantee. Coverage falls under your plan terms and conditions.

Cigna Healthcare provides access to virtual care through national telehealth providers as part of your plan. This service is separate from your health plan's network and may not be available in all areas or under all plans. Referrals are not required. Video may not be available in all areas or with all providers. Refer to plan documents for complete description of virtual care services and costs.

In California: Services may be available on an in-person basis or via telehealth from the enrollee's primary care provider, treating specialist, or from another contracting individual health professional, contracting clinic, or contracting health facility consistent with California law. Enrollees that have coverage for out-of-network benefits may receive services either via telehealth or on an in-person basis using the enrollee's out-of-network benefits. Note: out-of-network benefits, if available, will generally include higher out-of-pocket financial responsibility and no balance-billing protections. Please refer to your benefit plan documents for specific information about your benefit plan and out-of-network benefits.

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