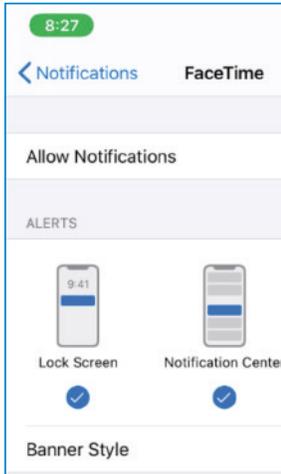


To Enable Your Telehealth Visit with Cigna Medical Group

Setup for Apple Users – Telehealth call will come through FaceTime

The **FaceTime** incoming call screen appears when you **receive** an incoming **FaceTime call** invitation. In your settings **Allow** FaceTime notifications. Tap **Accept** to answer the **FaceTime** invitation.



Before your Telehealth Appointment

- › Please ensure your phone is not on silent and be near your phone 10 minutes before your telehealth visit starts
- › Find a quiet and private place to take the call (telehealth appointment)
- › Many times the connection will work best if you are near your router or Hotspot.
- › If you have symptoms that you need to show your provider during the telehealth appointment, please wear clothing that will allow you to do so, such as a robe or shorts and a tank top.
- › If you have access to any of the following, please make sure they are available, your provider may ask you to use them:
 - Scale
 - Glucose Meter
 - Blood Pressure Cuff
 - Thermometer

Setup for Androids – Set up Google Duo

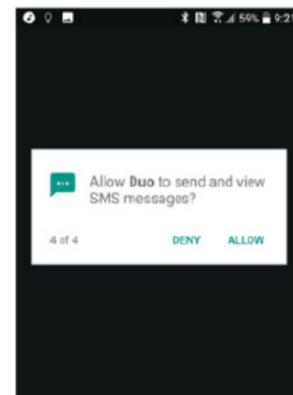
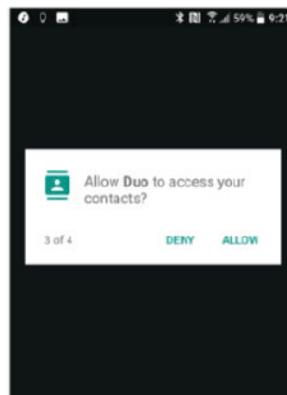
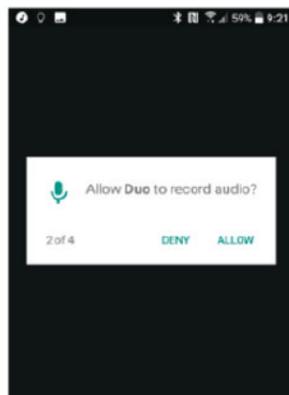
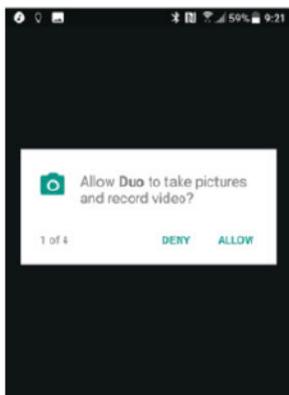


Step 1: Open Duo

Duo is available on Android phones and tablets. Simply search for Duo on your phone. Duo is usually already installed. If not, simply download from the Google Play Store. The APP is free.

Step 2: Agree to Google's Terms and Conditions for the Duo app.

- › Allow Duo to take pictures and video so that the app (and whoever calls you) can see you.
- › Allow Duo to record audio so that the app (and whoever calls you) can hear you.
- › Allow Duo to access your contacts so that it can see which of your contacts are on Google Duo and who you could invite to the service.
- › Allow Duo to send and view text messages so that it can send invites to your contacts and so it can see the verification code you'll receive in a few steps.



Step 3: Verify your phone number

1. On your Android device, enter your phone number and make sure it's correct.
2. Tap Agree.
3. Duo will send a code in a one-time SMS message to the number that you entered. (Carrier text-message rates may apply.)
4. Enter the code that you received in the text message.
 - If you don't receive a text message, tap Resend SMS.
 - If you have a cell connection and aren't getting the SMS, request a call by tapping Call me.

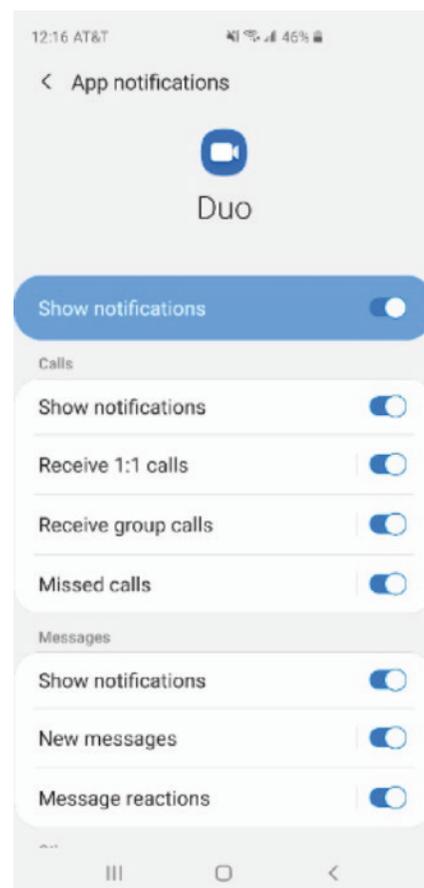
Step 4: Enable the "Allow Notifications" for Google Duo

Step 5: After you verify your number on Duo, you are ready to use Duo!

When receiving a call in Google Duo, from Cigna Medical Group you will see the call show up as cmgprovider.

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