

FAQs & Helpful Hints



WHAT IS CIRRUSMD?

CirrusMD is a chat-based virtual care program that allows you to securely text, send photos, or video chat with a doctor within seconds. It's available at no extra cost as part of your employee benefits package.

Instead of waiting for an appointment, taking time off from work and paying to visit the doctor, you can use CirrusMD to connect instantly and at no cost from your phone or computer as soon as symptoms arise. Doctors are licensed to practice across the U.S., answer within seconds and can even prescribe medication when necessary - allowing you to access comprehensive care on your schedule, your budget, and your terms.

WHEN SHOULD I USE CIRRUSMD?

Use CirrusMD when you or your dependents:

- Feel sick, but it's not an emergency
- Have a minor injury
- Have general medical questions
- Want to refill a prescription (controlled substances, non-therapeutic and certain other drugs may not be available)

Examples of conditions to chat about:

- Coughs, fevers, sore throat
- Earaches, stomach pain, diarrhea

- Rashes, allergic reactions, animal/insect bites
- Back/abdominal pain
- Sports injuries, burns, heat-related illness
- Urinary tract infections
- General or more serious health questions

Remember, if you're experiencing an emergency, dial 911.

WHERE AND WHEN IS CIRRUSMD AVAILABLE?

CirrusMD is accessible from anywhere you can access the internet, 24 hours a day, 7 days a week.

To get the best care experience, download the CirrusMD app by searching for "CirrusMD" in the App Store for iOS mobile devices or Google Play store for Android devices. You can also access CirrusMD by visiting mycirrusmd.com.

HOW DO I REGISTER FOR CIRRUSMD?

After downloading the CirrusMD app or clicking "Register" on the mycirrusmd.com web page, you'll be directed to a form to register for CirrusMD. You'll need your date of birth, email address, and zip code to register for CirrusMD. After you successfully complete your information, you'll receive an email with instructions about how to finish setting up your account (if you don't

see this in your Inbox, check your Spam folder). Once your account setup is complete, you can login and begin chatting with a doctor immediately.

Questions about how to register for CirrusMD?
Contact support@cirrusmd.com.

WHAT TECHNOLOGY DO I NEED TO USE CIRRUSMD?

From a mobile device:

- An iOS device (iPhone 5s/iPad 4th generation or newer) with the latest operating system (iOS 10+) and the CirrusMD iOS app installed.
- An Android device (less than 2 years old) with at least Lollipop 5.1+ and the CirrusMD app installed.

From a computer:

- Desktop or laptop computer (ideally less than 3 years old)
- PC operating system: Windows 7+; or Apple operating system: OS X 10.6+
- Desktop web browser: preferably Google Chrome, Safari, or Firefox
- Webcam (most computers have a built-in webcam)
- Microphone (most computers have a built-in microphone)
- High-speed internet connection of at least 3.0 Mbps download/1.0 Mbps upload

ARE THERE ANY COPAYS OR OTHER CHARGES I HAVE TO PAY TO USE CIRRUSMD?

No, CirrusMD is offered at no charge for as part of your employee benefits package.

DO DOCTORS HAVE ACCESS TO MY HEALTH INFORMATION?

When you register for CirrusMD, you'll have the option to fill out your basic medical history, just like you would for a regular office visit. After you fill this out, the doctors with whom you chat will have access to this information.

WHO ARE THE CIRRUSMD PROVIDERS?

CirrusMD providers are board-certified and credentialed physicians who are licensed to practice across the U.S. These doctors are part of CMDPN, LLC (CirrusMD Provider Network).

IS CIRRUSMD SECURE?

Yes. CirrusMD uses CirrusMD technology which complies with the Health Insurance Portability and Accountability Act (HIPAA) and has been certified for security by the Health Information Trust Alliance (HITRUST).

WHO IS CIRRUSMD?

CirrusMD is the market leader in barrier-free, chat-first virtual care delivery. They build, maintain, and support the technology platform that powers CirrusMD. Your employer has partnered with CirrusMD to offer CirrusMD exclusively for your company.