

Frequently Asked Questions & 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 from your smartphone or computer.

CirrusMD offers a convenient alternative to traditional doctor visits. You no longer have to wait for an appointment, take time off work, or pay to visit the doctor. With CirrusMD, you can connect with licensed doctors from anywhere in the U.S instantly. Receive answers within seconds and even get prescriptions if needed. Comprehensive healthcare that fits your schedule, budget, and preferences.

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 or want peace of mind
- Want to refill a prescription (controlled substances, non-therapeutic, and certain other drugs may not be available)
- Are not sure where to go to obtain care

EXAMPLES OF CONDITIONS TO CHAT ABOUT:

- Coughs, fevers, sore throat
- 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.

WHEN AND WHERE IS CIRRUSMD AVAILABLE

CirrusMD is accessible from anywhere in the U.S. where 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?

1. Download the CirrusMD application from the App Store for iOS mobile devices or Google Play store for Android devices. You may also register on your computer by going to my.cirrusmd.com/register.
2. Once you reach the registration page on your computer or mobile device register using your information.
3. That's it! You are now registered for CirrusMD and can connect with a doctor in seconds.

Questions about how to register for CirrusMD?

Contact support@cirrusmd.com.

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

Using CirrusMD does not involve any costs or copays.

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 technology complies with the Health Insurance Portability and Accountability Act (HIPAA) and aligns with security best practices for NIST and ISO framework.

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.

GENERAL SUPPORT.

Use the chat bubble at the bottom of the CirrusMD sign-in screen to talk to a customer support representative. You may also email support@cirrusmd.com for bugs, log-in issues, and connectivity issues.

CLINICAL QUALITY PROCESS

If you would like to speak with us about the quality of the clinical care you received, there's a link on each plan's platform that will allow you to call and/or leave a message or email (866-305-0409, clinical@cirrusmd.com) regarding any patient care concerns.