

Frequently Asked Questions

WHAT IS CIRRUSMD?

CirrusMD is a text-based virtual care platform that lets you connect to a real doctor in seconds. Use it to get care 24/7 and at no extra cost.

HOW DOES IT WORK?

The CirrusMD experience is similar to texting. After you register, message with a doctor just like you'd text a friend. Share images or video chat if needed. Start and stop your care conversations throughout the day and use the platform as much as you'd like.

WHEN SHOULD I USE CIRRUSMD?

Use CirrusMD when you:

- Feel sick, but it's not an emergency*
- Have a minor injury
- Have general medical questions
- Think you need a prescription (Controlled substances and certain other drugs may not be available)
- Are not able to visit your primary care provider or are not sure where to get care

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 having a life-threatening emergency, dial 911.*

WHERE AND WHEN IS CIRRUSMD AVAILABLE?

CirrusMD is available anywhere you can access the internet, 24 hours a day and 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 online by visiting modahealth.com/cirrusmd.

WHO IS ELIGIBLE FOR CIRRUSMD?

CirrusMD is available through your Moda Health plan. If you have dependents on your health plan, your dependents are eligible too.

HOW DO I SIGN UP FOR CIRRUSMD?

After downloading the CirrusMD app or clicking "Register" on the modahealth.com/cirrusmd web page, you'll be directed to a form to sign up for CirrusMD. You'll need your date of birth, zip code and an email address to sign up. After you successfully enter 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). After your account setup is complete, you can login and begin chatting with a doctor right away.

If you have questions about how to sign up for CirrusMD, use the chat bubble at the bottom of your registration screen to talk to a customer support representative.

CAN MY SPOUSE OR CHILDREN USE CIRRUSMD?

If your spouse or child(ren) over 18 are interested in using CirrusMD and are Moda Health plan members, they will need to create their own account. A parent or legal guardian can create an account for dependents and minor children under age 18. Any care provided to minors through the CirrusMD program will require direct participation of a parent or legal guardian.

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

No. CirrusMD is available to you at no extra charge.

ARE RECORDS KEPT FOR CIRRUSMD VISITS?

Yes, you can log into your CirrusMD account and look at your past care conversations at any time.

DO DOCTORS HAVE ACCESS TO MY HEALTH INFORMATION?

When you register for CirrusMD, you 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 doctors are board-certified and credentialed physicians who are licensed to practice across the U.S. These doctors are part of the CirrusMD Provider Network.

IS CIRRUSMD SECURE?

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