

# Frequently Asked Questions & Helpful Hints



## WHAT IS CIRRUSMD?

CirrusMD is a FREE chat-based virtual care program that allows you and your dependents to securely message, 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. You will connect to a doctor within seconds and even get prescriptions if needed. CirrusMD provides comprehensive healthcare that fits your schedule, budget, and preferences.

## WHEN SHOULD I USE CIRRUSMD?

- 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](https://mycirrusmd.com).

## HOW DO I REGISTER FOR CIRRUSMD?

- 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](https://my.cirrusmd.com/register).
- Once you reach the registration page on your computer or mobile device register using your information.
- Check your inbox for an email with the subject line, "CirrusMD Invitation Instructions" and select Accept Invitation. If you don't see the email in your inbox right away, check your spam folder.
- That's it! You are now registered for CirrusMD and can connect with a doctor in seconds.

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

Please note that while CirrusMD is a free service offered to Michaels team members, there may be costs associated with any labs or prescriptions.

## 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 Insurances 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](mailto: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](mailto:clinical@cirrusmd.com)) regarding any patient care concerns.

Questions about how to register for CirrusMD?

Contact us at  
**[support@cirrusmd.com](mailto:support@cirrusmd.com)**