



# Frequently Asked Questions & Helpful Hints

## WHAT IS CIRRUSMD?

CirrusMD is a **FREE** virtual care program that lets you begin chatting with a doctor in less than a minute, anywhere, anytime. While we're chat-first, you can send photos or switch to video whenever you need to.

CirrusMD offers a hassle-free alternative to conventional doctor appointments. Say goodbye to waiting for appointments, taking time off work, or paying for an in-person visit. With CirrusMD, you enjoy immediate access to care. Connect with a qualified, licensed doctor in under a minute—no chatbots ever. Plus, you can receive prescriptions and refills if necessary.\* CirrusMD provides comprehensive care tailored to your schedule, budget, and preferences.

*\*Controlled substances, non-therapeutic and certain other drugs may not be available.*

## WHEN SHOULD I USE CIRRUSMD?

- Feeling sick, have a minor injury, symptoms have changed, but it's not an emergency
- Need help managing a chronic condition
- Have general questions about your health or mental well-being
- Want to refill a prescription (controlled substances, non-therapeutic, and certain other drugs may not be available)
- Not sure where to go for care

## EXAMPLES OF CONDITIONS TO CHAT ABOUT:

- Coughs, fevers, sore throat
- Managing chronic conditions like diabetes, asthma and hypertension
- Men's and women's health concerns
- Stomach pain, diarrhea
- Rashes, allergic reactions
- Back/abdominal pain
- Urinary tract infections
- Weight loss and weight management
- Preventive care screenings
- Mental well being
- Prescriptions



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

Questions about how to register for CirrusMD?  
Contact us at [support@cirrusmd.com](mailto:support@cirrusmd.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, register using your personal 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're registered for CirrusMD and can chat with a doctor in seconds, anytime you need to.

## WHEN AND WHERE IS CIRRUSMD AVAILABLE

CirrusMD is accessible from anywhere in the U.S., 24/7/365. All you need is internet access and a smartphone or computer.

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).

## 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 complete the form, any CirrusMD doctor you chat with will have access to the information.

## WHO ARE THE CIRRUSMD PROVIDERS?

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

## ARE THERE COSTS ASSOCIATED WITH 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.

## DOES CIRRUSMD OFFER HEALTH COACHING?

Yes. Now through CirrusMD, you can chat with a health coach who can help you overcome barriers in getting care, stay focused on your goals, follow your treatment plan, and if you need it, give extra guidance to help you get additional care within your benefit network. No extra fees, just part of our ongoing promise to support your health.

## IS CIRRUSMD SECURE?

Yes. CirrusMD technology complies with the Health Insurances Portability and Accountability Act (HIPAA) and has achieved ISO27001 certification, the world's best-known standard for information security management systems and their requirements.

## WHO IS CIRRUSMD?

CirrusMD provides virtual care to more than 10 million members across the U.S. We've created a network of board-certified physicians, and built an intelligent platform using the latest technology to support and empower our doctors. Your employer has partnered with CirrusMD to offer high-quality, cost-effective, always available virtual care services to employees.

## 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'd like to speak with a representative at CirrusMD about the quality of care you've received, use the link on your plan's platform. You can call 866-305-0409 (leave a message if it's outside business hours) or email us at [clinical@cirrusmd.com](mailto:clinical@cirrusmd.com).

Questions about how to register for CirrusMD?

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