

For Internal Use Only  
Frequently Asked Questions for Managers

## **Evernorth Closes Acquisition of MDLIVE**

### **Manager FAQs**

#### **Internal Only**

**Updated: April 19, 2021**

On April 19, Evernorth, Cigna's health services business, [announced](#) that it had completed the acquisition of long-standing partner MDLIVE, a leading 24/7 virtual care platform. This brings to a close the transaction that Cigna first [announced](#) on February 26.

Below is an FAQ to address employee questions about the acquisition. For FAQs for providers, sales and clients, please contact the following teams:

- Providers: [VirtualCareProviderQuestions@cigna.com](mailto:VirtualCareProviderQuestions@cigna.com)
- Cigna sales and clients: [EnterpriseSalesEffectiveness@cigna.com](mailto:EnterpriseSalesEffectiveness@cigna.com)
- Express Scripts sales and clients: [SAMCommunications@express-scripts.com](mailto:SAMCommunications@express-scripts.com)

#### **General**

##### **Why did Evernorth acquire MDLIVE?**

This transaction is aligned with our growth strategy, builds on the long-standing relationship between Cigna and MDLIVE and positions Evernorth to meet the future needs of customers who increasingly demand alternative care delivery options.

Together, we have the opportunity to build a patient care experience designed to meet the diverse needs of health plans, employers, government organizations – and the people they serve. We will combine the highly complementary platforms of MDLIVE and Evernorth and build a new model of care delivery that will improve the patient experience, close the patient-provider accessibility gap and bring providers opportunities to augment their current services.

##### **MDLIVE has been partnering with Cigna medical for many years. Why acquire MDLIVE?**

Through several years of successful partnership Cigna and MDLIVE have shown that they share a common vision and passion for changing health care for the better. With the addition of MDLIVE to the Evernorth platform, we will be positioned to offer our new virtual care platforms and solutions to Cigna clients and customers, as well as the many other health plans, businesses and government entities that Evernorth and MDLIVE serve.

##### **How does this benefit our customers?**

There are a number of benefits, including: delivering greater choice and flexibility, further personalizing care; lowering the total cost of care; and improving health and wellness outcomes. Meeting customers where they are, in the most meaningful and affordable way, is core to who we are. Virtual care is core to our strategy to create affordable, predictable, and simple care.

##### **How will this impact Cigna and Evernorth's relationship with other virtual care providers and platforms? Will they still be included in the Cigna Medical network?**

Our clients, customers, and patients expect us to address their most pressing health needs in a way that makes health care more affordable, predictable, and simple. This requires us to continually innovate and

bring new and enhanced solutions/services to our stakeholders, and Cigna will continue to review our network to ensure we support our stakeholders in the most meaningful ways.

### **Employee Questions**

#### **I work with MDLIVE today, will this impact my job?**

We do not anticipate any impacts to your jobs and ask that you continue to work with your MDLIVE contacts as you have previously, unless otherwise notified by your manager.

#### **How do I refer to MDLIVE now?**

You should refer to MDLIVE as: *MDLIVE, an Evernorth company.*

#### **Does this change how we currently work with MDLIVE?**

The way we currently work with MDLIVE to support Cigna's MDLIVE commercial relationship will not change and there will be no impact to our clients and customers. If you work with MDLIVE as part of your job, it remains business as usual and you should continue to interact with your existing teams and contacts as you always have.

For questions related to current business activities for Cigna Medical clients, please contact **Rachel Drajpuch**, Product Strategy Director, Virtual Care. In addition, please continue to coordinate MDLIVE integration activities and questions through **Eric Herbek**.

#### **Who will lead MDLIVE?**

**Charles Jones**, Chief Executive Officer, MDLIVE, will continue to oversee the business, reporting to **Eric Palmer**, and will be a member of the Evernorth senior leadership team. **Eric Herbek**, Vice President, Virtual Care, Evernorth will now report to Charles and continue to focus on the enterprise's overarching virtual care strategy, new solution development and the integration of our organizations.

#### **When will we know more about organization changes associated with the integration?**

We are working to determine the best approach for MDLIVE and its employees and will continue to share updates on our progress.

#### **How can I meet and work with my new MDLIVE colleagues?**

As part of the integration process, we will set up time to introduce you to your new colleagues over the coming months and identify opportunities to work together.

#### **What should I tell external stakeholders (e.g. clients/vendors/suppliers/others) if I get questions?**

MDLIVE clients and suppliers are being informed that Evernorth has completed the acquisition of MDLIVE. If you do receive a question, please refer people to the press release in the first instance and reach out to your manager if they have further, or more specific, questions.

#### **Why now? We're still settling in from our last deal, recently launched evolved strategy and Evernorth.**

This acquisition is a great example of a strategic acquisition M&A that furthers our growth agenda as we outlined during our investor day in March. Bringing MDLIVE into Evernorth fuels our ability to serve more people, expand our impact, and grow. This mutually beneficial combination unlocks potential and complements Evernorth's health services strategy, while aligning with our strategy to create affordable, predictable, and simple care. Those we serve need us to innovate, solve for gaps in the health care ecosystem and work to transform how health care is delivered.

**What should I say if I'm asked about the transaction by a media representative?**

Only trained Cigna and Evernorth spokespeople are authorized to speak to the media on behalf of Evernorth – on MDLIVE or any other topic. If you receive a call or email from a member of the media, please contact Lauren Borghard in media relations at [Lauren.Borghard@Cigna.com](mailto:Lauren.Borghard@Cigna.com) or 860.840.4354.