

Your new pharmacy benefits.

Five steps to take before your new plan starts.

Your Cigna HealthcareSM pharmacy benefits provide you with access to many programs and services that can help you manage your health and prescription medication needs.

1. Refill your prescription(s) before your current plan ends

This will help make sure you have enough medication at home while you're getting started with your new Cigna Healthcare plan.

2. Go online to see how your medication is covered under your new plan

Go to [Cigna.com/druglist](https://www.cigna.com/druglist) to see your drug list before your new plan starts. You can see what tier your medication is covered on and/or if your medication needs approval before it can be covered.

If your medication needs pre-approval, call your doctor's office.

- Have your new Cigna Healthcare ID card handy when you call. Your doctor's office will need the information listed on the card.
- Let your doctor's office know you now have coverage through Cigna Healthcare. Give them your new insurance information.
- Let them know that your medication needs approval from Cigna Healthcare before it can be covered.
- Ask them to contact Cigna Healthcare as soon as possible to start the coverage review process. They know how the review process works and will take care of everything for you. In case your doctor's office asks, they can download a request form from the Cigna Healthcare provider portal at [cignaforhcp.com](https://www.cignaforhcp.com).

Cigna Healthcare will review information your doctor sends us to make sure your medication meets coverage requirements. We'll send you and your doctor a letter with next steps. It can take between 1–5 business days to hear from us. You can always check with your doctor's office to find out if a decision has been made. Once your new plan starts, you can also log in to the **myCigna® App**¹ or **myCigna.com**[®] to check on your approval.

3. Go online to see if your retail pharmacy is in-network

- **Before your new plan starts:** Go to **CignaHealthcare.com** and click on "Find a Doctor" to see if your pharmacy is in your new network.
- **Once your new plan starts:** Log in to the **myCigna App** or **myCigna.com** and use the Price a Medication tool to see which pharmacies are in your new network – and which ones offer the best price.² You can also use home delivery with Express Scripts[®] Pharmacy to fill your prescriptions.



4. Create a myCigna® account to manage your plan 24/7

As soon as your plan starts, download the **myCigna App** and/or create an account on **myCigna.com**.

- Access your Cigna Healthcare ID card online – be sure to use your new ID card as soon as your plan year starts
- See which medications your plan covers
- Use the Price a Medication tool to find out how much your medication costs and view lower-cost alternatives (if available)
- Find an in-network pharmacy
- Order, manage, track and pay for your home delivery prescription orders³
- Ask a pharmacist a question
- See your pharmacy claims and coverage details

5. Consider using home delivery with Express Scripts® Pharmacy

Home delivery is a convenient option when you're taking a medication on a regular basis. It's simple and safe – and saves you trips to the pharmacy. To learn more, go to **Cigna.com/homedelivery**.

- Easily order, manage, track and pay for your medications on your phone or online
- Standard shipping at no extra cost⁴
- Fill up to a 90-day supply at one time
- Helpful pharmacists available 24/7
- Automatic refills or refill reminders so you don't miss a dose⁵
- Flexible payment options – split your bill into three equal monthly payments



You've got questions? We've got answers.

- **Express Scripts® Pharmacy:**
800.835.3784, 24/7
- **Customer service:**
 - By phone: Call the number on your ID card
 - Click to chat: **myCigna.com**,
Monday–Friday, 9:00 am–8:00 pm ET

1. App/online store terms and mobile phone carrier/data charges apply. Customers under age 13 (and/or their parent/guardian) will not be able to register at myCigna.com.

2. Prices shown on myCigna are not guaranteed and coverage is subject to your plan terms and conditions. Visit myCigna for more information.

3. Not all plans offer Express Scripts® Pharmacy as a covered pharmacy option. Log in to the myCigna App or myCigna.com, or check your plan materials, to learn more about the pharmacies in your plan's network. Cigna Healthcare maintains an ownership interest in Express Scripts® Pharmacy's home delivery services. However, you have the right to fill prescriptions at any pharmacy in your plan's network. You won't be penalized regardless of where you fill your prescriptions.

4. Standard shipping costs are included as part of your prescription plan.

5. Express Scripts® Pharmacy can automatically refill certain medications. Log in to the myCigna App or website, or call 800.835.3784, to sign up. You can sign up to get emails and/or texts from Express Scripts® Pharmacy. To get text messages, you'll have to sign up for Express Scripts® texting service. You can do this online or when you call 800.835.3784 to refill your prescription. Once you sign up, simply reply to their welcome text to get started. Standard text messaging rates apply.

Health benefit plans vary, but, in general, to be eligible for coverage a drug must be approved by the Food and Drug Administration (FDA), prescribed by a health care professional, purchased from a licensed pharmacy and medically necessary. If your plan provides coverage for certain prescription drugs with no cost-share, you may be required to use an in-network pharmacy to fill the prescription. If you use a pharmacy that does not participate in your plan's network, your prescription may not be covered, or reimbursement may be limited by your plan's copayment, coinsurance or deductible requirements. Certain features described in this document may not be applicable to your specific health plan, and plan features may vary by location and plan type. Refer to your plan documents for costs and complete details of your plan's prescription drug coverage.

Para obtener ayuda en español llame al número en su tarjeta de Cigna Healthcare.

Product availability may vary by location and plan type and is subject to change. All group health insurance policies and health benefit plans contain exclusions and limitations. For costs and details of coverage, review your plan documents or contact a Cigna Healthcare representative.

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