



# YOUR NEW CIGNA PHARMACY BENEFITS

## Five steps to take before your new plan starts

Welcome! We're excited to be managing your pharmacy benefits, and look forward to helping you with your health and prescription medication needs. We want to help make the move to Cigna as smooth as possible. Here are five important steps you can take now so you're ready when your new plan starts – and avoid surprises at the pharmacy.

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

This will help make sure you have enough medication at home while you're moving to your new Cigna pharmacy plan.

### 2 See how your medication will be covered under your Cigna pharmacy plan

To view your new drug list before your Cigna plan starts, go to [Cigna.com/druglist](https://Cigna.com/druglist). There, you can see if your medication is covered, what tier it's covered on, and if there are any extra requirements before your plan will cover it.

For example, if your medication has a **PA** (prior authorization) or **ST** (Step Therapy) next to it, your medication will need approval from Cigna before it can be covered. If it has a **QL** (quantity limit) or **AGE** (age requirement) next to it, your medication *may* need approval.

**If your medication needs approval, here's what you need to do:**

- **Make sure you have your new Cigna ID card.** Your doctor's office will need the information listed on the card.

- **Call your doctor's office.** Have your Cigna ID card handy when you call.

- Let your doctor's office know **you've switched to Cigna**, and give them your new insurance information.
- Then, let them know that **your current medication needs approval** from Cigna before it can be covered.
- Ask them to **contact Cigna as soon as possible** so we can 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 Cigna's provider portal at [cignaforhcp.com](https://cignaforhcp.com).

Cigna will review information your doctor provides to make sure your medication meets coverage guidelines. 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's been made.



### 3 See if your retail pharmacy is in your plan's new network

- Before your new plan starts: Go to [Cigna.com](https://www.cigna.com) and click on "Find a Doctor" to see if your current pharmacy is in Cigna's network.
- Once your Cigna plan starts: Log in to the **myCigna®** App<sup>1</sup> or [myCigna.com](https://www.mycigna.com)<sup>®</sup>. Click on the Prescriptions tab, and then choose Price a Medication from the dropdown menu to see which pharmacies are in your plan's new network – and which ones offer the best price.<sup>2</sup> You can also use our home delivery pharmacy to fill your prescriptions.

### 4 Create a myCigna account – It's 24/7 access to your plan's coverage info

As soon as your new plan starts, you can go to [myCigna.com](https://www.mycigna.com) and/or download the myCigna mobile App to create an account.

- 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).<sup>2</sup>
- Find an in-network pharmacy.
- Ask a pharmacist a question.
- See your pharmacy claims and coverage details.
- Manage, track, order, and pay for your home delivery prescription orders online.

### 5 Consider using Express Scripts® Pharmacy, our home delivery pharmacy

Home delivery is a convenient option when you're taking a medication on a regular basis to treat an ongoing health condition. It's simple and safe – and saves you trips to the pharmacy. To learn more, go to [Cigna.com/homedelivery](https://www.cigna.com/homedelivery).

- Easily order, manage and track your medications **on your phone or online**.
- Standard shipping at **no extra cost**.<sup>3</sup>
- Fill up to a **90-day supply** at one time.
- **Helpful pharmacists** available 24/7.
- **Automatic refills**<sup>4</sup> or refill reminders so you don't miss a dose.
- **Flexible payment options** if you need help paying for your medications.



#### Questions?

Call the number on your Cigna ID card – 24/7/365

[myCigna.com](https://www.mycigna.com) – Click to Chat  
Monday–Friday,  
9:00 am–8:00 pm EST



1. The downloading and use of the myCigna App is subject to the terms and conditions of the App and the online stores from which it is downloaded. Standard mobile phone carrier and data usage charges apply. Actual App features available may vary depending on your plan and individual security profile. 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. Standard shipping costs are included as part of your prescription plan.

4. Express Scripts® Pharmacy can automatically refill certain medications. Log in to the myCigna App or website, or call 800.835.3784, to sign up.

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

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 representative.

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