



A Business of Caring.



Specialty Pharmacy Prescription Program

Customer Service hours
Monday – Friday
7 a.m. to 10 p.m. CT

Saturday
8 a.m. – 5 p.m. CT

Who is eligible?

Patients who have CIGNA HealthCare medical or pharmacy benefit coverage are eligible.

What medications are supplied?

We dispense injectable medications*, including those for the following:

- Multiple Sclerosis
- Respiratory Syncytial Virus
- Infertility
- Rheumatoid Arthritis
- Blood modification
- Hepatitis C
- Growth hormone deficiency
- Endocrine/metabolic conditions
- Enzyme Replacement Therapies

We can ship an order to the physician's office or to the patient's home for self-injection.

To confirm that we supply a certain medication, please call 1.800.351.3606 and one of our specialists will assist you.

* Note that insulin and immunizations are not offered through this program.

What is the billing process?

We bill CIGNA HealthCare directly for the medications ordered from our pharmacy.

How are orders submitted?

Orders can be submitted in one of two ways:

- Fax a completed order form to 1.800.351.3616. Visit www.CIGNA.com to download drug specific order forms or call us at 1.800.351.3606 to request order forms.
- Call 1.800.351.3606 to speak with a specialist who will place the order.

To process the prescription as smoothly as possible, we will obtain any necessary authorizations, arrange shipment and submit billing.

How soon will the order be received?

Orders are shipped in time to meet the "need-by date" indicated when the order is placed. Even if the order is needed the next day – we can supply the medication.

How are medications shipped?

Orders are shipped as follows:

- Prompt, confidential shipping by first-class mail.
- Special packaging and overnight delivery of medications requiring refrigeration.
- No charge for delivery.

How are refills ordered?

Refills can be ordered one of two ways:

- Call 1.800.351.3606 to use our Interactive Voice Response (IVR) system.
- Fax a completed order form to 1.800.351.3616.

For additional information about the CIGNA Tel-Drug specialty pharmacy program, call **1.800.351.3606** and one of our specialists will be happy to help you!

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