

# CIGNA Home Delivery Pharmacy

## Frequently Asked Questions

### **What are the advantages to using CIGNA Home Delivery Pharmacy?**

CIGNA Home Delivery Pharmacy offers a number of advantages, including getting a three-months' supply of medication at one time, and having it delivered directly to your home at no additional cost. With one phone call, you can request a prescription through CIGNA Home Delivery Pharmacy. And, it's easy to refill your prescription through CIGNA's 24-hour interactive voice response (IVR) system, by mail or online at [myCIGNA.com](http://myCIGNA.com). CIGNA Home Delivery Pharmacy also offers programs to help you stay on track with your medication such as refill reminders and prescription renewal notices in case you forget to order your medication.

### **How do I know what prescription medications can be filled through CIGNA Home Delivery Pharmacy?**

In general, prescription maintenance medications are those taken on a regular basis to treat an ongoing health condition, such as asthma, diabetes, heart conditions and more. If your doctor has prescribed a medication for you to take every day, or several times a week, then you may be taking a maintenance medication. To find out, you can ask your doctor directly; call CIGNA Home Delivery Pharmacy at the number on the back of your ID card and follow the pharmacy prompts.

### **Will CIGNA help me transfer my prescription from my local pharmacy to CIGNA Home Delivery Pharmacy?**

Yes, transferring your prescription to CIGNA Home Delivery Pharmacy is easy with CIGNA's Quick Switch® program. If you use the QuickSwitch program, you will not need a new prescription. Simply call CIGNA Home Delivery Pharmacy and have your ID number, prescription medication names, doctor information and payment information ready, and a QuickSwitch associate will do the rest. You can call the number on the back of your ID card and follow the pharmacy prompts.

### **Are the medications I receive from CIGNA Home Delivery Pharmacy the same quality medications that I would get from a retail pharmacy?**

Absolutely. CIGNA Home Delivery Pharmacy dispenses the same medications as your local pharmacy. All medications dispensed by CIGNA Home Delivery Pharmacy are FDA-approved.

### **After I place my order with CIGNA Home Delivery Pharmacy, how long will it take to receive it?**

For new orders, please allow 5–7 business days after CIGNA Home Delivery Pharmacy receives your request. Your refills ship within 2 business days of the receipt of your request.

### **Can I track the status of my CIGNA Home Delivery Pharmacy order?**

Yes. You can check your order by logging on to [myCIGNA.com](http://myCIGNA.com) or calling the number on the back of your ID card and following the pharmacy prompts.

### **Where can I have my prescriptions shipped?**

You can have your prescriptions shipped to any address that works for you – home, work, or any other alternative, including a P.O. Box.

### **How much does shipping cost for orders placed through CIGNA Home Delivery Pharmacy?**

Standard shipping of prescription medications is free. Expedited delivery is available at an extra charge.

### **How can I place a CIGNA Home Delivery Pharmacy order if I don't have a credit / debit card?**

You can send your order form by mail and include a check or money order payable to:

**CIGNA Home Delivery Pharmacy**  
and mail to:  
**CIGNA Home Delivery Pharmacy**  
**P.O. Box 1019 Horsham, PA 19044**

### **Can I order maintenance medication refills online?**

Yes, you can order refills online. However, a new prescription must be filled either by the QuickSwitch program or by mailing a CIGNA Home Delivery Pharmacy order form with the prescription from your doctor. Order forms are available online at [myCIGNA.com](http://myCIGNA.com).



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### **What is QuickSwitch?**

QuickSwitch is the process that is used to make filling your first prescription with CIGNA Home Delivery Pharmacy easy. We will request a prescription from your doctor for you. Once we receive it, we will fill your medication and mail it to your home or other location of your choice. Just one phone call and we will do the rest!

### **How can I be sure that CIGNA Home Delivery Pharmacy will fill my prescriptions accurately?**

CIGNA Home Delivery Pharmacy has consistently maintained a dispensing accuracy rating of over 99.9 percent. They require every prescription order received to go through a series of quality review checks using registered pharmacists and a sophisticated dispensing system.

CIGNA Home Delivery Pharmacy operates like any other retail pharmacy and is legally required to have registered pharmacists filling your prescriptions. There are licensed pharmacists at CIGNA Home Delivery Pharmacy ready to answer your questions. All prescriptions are filled in accordance with state and federal regulations.

### **What if I have a question about a medication or have a complex issue I need to discuss?**

CIGNA Home Delivery pharmacists are available for general prescription questions 24 hours a day by calling the number on the back of your ID card and asking to speak with an associate. CIGNA Home Delivery Pharmacy also has medication coaches available for a personal consultation. Call the number on the back of your ID card and follow the pharmacy prompts Monday–Friday 9 a.m.–6 p.m. Eastern Standard Time or visit [www.CIGNA.com/coachrx](http://www.CIGNA.com/coachrx) to contact CIGNA's medication coaches by email. In addition to coaching, the CoachRx program offers daily reminders, free pill boxes, education materials and a toll-free number for medication coaching sessions – all designed to help you take your medications regularly and safely.

### **Does CIGNA Home Delivery Pharmacy perform any checks for potential adverse interactions between medications?**

Yes. CIGNA Home Delivery Pharmacy uses a sophisticated nationwide system for screening interactions with other medications filled at other participating retail pharmacies. Each individual who uses CIGNA Home Delivery Pharmacy must provide information about his / her allergies and health conditions. This information is loaded into the dispensing database and is accessed whenever a prescription order is processed. If a potentially dangerous interaction is detected, CIGNA Home Delivery Pharmacy will outreach to your doctor for notification and clarification.

### **My drug is a generic maintenance prescription that only costs me \$6 per month at the local pharmacy. What do I have to pay when I get it through home delivery?**

You pay only the actual cost of the prescription for the 90-day supply if the cost is lower than the copay. If the actual cost exceeds the copay amount, you will only pay the copay.

### **My prescription must be kept cold. How does CIGNA Home Delivery Pharmacy ship a prescription so that it remains refrigerated?**

CIGNA Home Delivery Pharmacy adheres to all required storage requirements and can ship a prescription on dry ice if necessary.

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