**Did you pay up front for a covered prescription?**

Your refund request begins here!

**Requirements**

This type of payment request (a personal drug claim) cannot be processed without the following items.

1. Your Cigna ID number
2. Your Cigna Group number
3. Detailed pharmacy-generated label receipts

**Submitting receipts**

For all prescriptions, label receipts must display:

1. Patient’s name
2. Fill date
3. Drug name and strength
4. 11-digit National Drug Code (NDC)
5. Quantity received and day supply
6. Pharmacy name and address
7. Pharmacy identifier (NABP or NPI #)
8. Prescriber’s name
9. Cost of each medication (shown as paid in full)

**Using the claim form**

For a TIMELY response to your prescription refund:

- Use a Prescription Drug Claim Form, which has been designed for Cigna drug plans.
- Submit a separate form for each family member.
- Clearly write your Cigna ID number and the plan’s group number on the claim form.
- Be sure that you are referencing your Cigna ID card (see example above).

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**Did you fill a compound prescription?**

If you filled a compound prescription out-of-network:

- The compound receipt must show details for each prescription ingredient.
  - Example: Your compound product was made using three ingredients. The receipt should list ALL three ingredients in detail.
- If the compound prescription receipt does not itemize each prescription ingredient, we will not be able to process your request.
- A Universal Claim Form for a Compounded Medication can be accepted in place of a Cigna claim form.

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**Important:** Customers who send paper claims for in-network compound purchases may receive a lower refund. Compounds should be billed by the pharmacy, and paper claims are not necessary.

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**Offered by:** Cigna Health and Life Insurance Company, Connecticut General Life Insurance Company or their affiliates.

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