

# PHARMACY NETWORK CHANGES

## Q&A

### **Q:** Why is my pharmacy network changing?

**A:** Your pharmacy plan is an important part of your overall health care package. It works together with your medical coverage to help keep you healthy. We offer a pharmacy network made up of retail pharmacies that offers you the best price, saving you money on your prescriptions.

#### **CVS is no longer in your pharmacy network.**

CVS and their smaller affiliate pharmacies are no longer part of your pharmacy network. They will be considered out-of-network pharmacies. If you continue to use CVS or its affiliates, you may pay more for your prescriptions.

### **Q:** Where can I get my prescriptions filled?

**A:** You have lots of in-network pharmacies to choose from - from local pharmacies and grocery stores to retail chains and big wholesale warehouse stores. All places where you're probably already shopping! You can also use Cigna Home Delivery Pharmacy to fill your prescriptions.

### **Q:** I take medications on a regular basis. What if these other pharmacies aren't convenient for me?

**A:** You may want to think about switching to Cigna Home Delivery Pharmacy to fill your ongoing prescriptions. We'll deliver your medications right to your home or location of your choice. And standard shipping is always free. And we'll work with your doctor's office to transfer your prescription. No more waiting in line at the pharmacy! You can also receive a 90-day supply of your medications. For more information, please call Customer Service at **1-855-326-6751**, or visit [Cigna.com/home-delivery-pharmacy](http://Cigna.com/home-delivery-pharmacy).

### **Q:** How do I transfer a prescription to another pharmacy?

**A:** To transfer a prescription, call your doctor's office - his or her staff will transfer the prescription to the pharmacy of your choice.

### **Q:** Do any participating pharmacies offer 24-hour service?

**A:** There are many in-network pharmacies that offer 24-hour service and several other valuable services and programs. Feel free to visit the website below to learn more.

### **Q:** Will my medication(s) change because I'm switching pharmacies?

**A:** Pharmacies will work with you to fill your medication or they will work with you and your doctor to find an alternative.

### **Q:** Where do I go for additional information?

**A:** If you are currently filling prescriptions at CVS and you need personal assistance, please call the phone number on your ID card or go to [Cigna.com/pharmacy-network-3](http://Cigna.com/pharmacy-network-3) to find pharmacies in your area.



To find pharmacies near you, go to:  
[Cigna.com/pharmacy-network-3](http://Cigna.com/pharmacy-network-3)

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