

Individual and Family Plans

Cigna Health and Life Insurance Company,
Cigna HealthCare of Arizona, Inc.,
Cigna HealthCare of Illinois, Inc. and
Cigna HealthCare of North Carolina, Inc.



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. Consider using Express Scripts Pharmacy®, our home delivery pharmacy, for your medication needs. They help to make things easy.

Why choose home delivery?

- › **Convenience.** Don't waste time standing in line at the pharmacy. Express Scripts Pharmacy will ship your medication to you at no extra cost.
- › **Safe, private delivery.** Express Scripts Pharmacy's packaging is designed to protect your privacy. It's also weather-resistant so it stands up to bad weather.
- › **Easy refills.** Fill up to a 90-day supply of your medication at one time, so you fill less often.
- › **Free refill reminders.** Express Scripts Pharmacy will send you refill reminders* to help make sure you don't miss a dose.
- › **Track your orders.** You can refill your prescription and track your orders online or from your mobile phone.
- › **24/7 access** to licensed pharmacists.



Three easy ways to place a new order

- 1. Electronically:** For fastest service, ask your doctor's office to send your prescription electronically to Express Scripts Home Delivery, NCPDP 2623735.
- 2. By fax:** Have your doctor's office call 888.327.9791 to get a Fax Order Form.
- 3. By mail:** Send your prescription to Express Scripts, P.O. Box 66301, St. Louis MO, 63166-6301.

Together, all the way.®



Use the myCigna® App or website. Connect to your new Express Scripts online account portal, and more.

- **Compare your medication costs before you place your order.** You can use the “Price a Medication” feature to find out how much your medication will cost you to fill at home delivery compared to an in-network retail pharmacy.**
- **See which medications your plan covers and search for lower-cost alternatives** (if available).
- **Connect to your Express Scripts online account portal to manage your medications.**
 - Refill your prescriptions and/or request a new prescription
 - Check your order status and track shipments so you know when you should get your medication
 - See your order and medication histories
 - Update your profile information, like your contact and payment information, what allergies and/or health conditions you have, and how you'd like Express Scripts Pharmacy to contact you

Questions?

We're available anytime, 24/7/365.

- Talk to customer service about a benefit question: Call the number on your Cigna ID card or call **866.494.2111**.
- You can also chat with us online on the myCigna website, Monday–Friday, 9:00 a.m.–8:00 p.m. EST.
- If you need language assistance, or have a disability, please call us at **866.494.2111** (For TTY services, dial 711). Accommodations are available and provided at no cost to you.

800.835.3784



Place an order



Talk to customer service about an order



Talk to a pharmacist about your medication



* You can sign up to get emails and/or texts from Express Scripts Pharmacy. To get text messages, you'll have to sign up for Express Scripts' texting service. You can do this online or when you call 800.835.3784 to refill your prescription. Once you sign up, simply reply to their welcome text to get started. Standard text messaging rates apply.

** Prices shown on myCigna are not guaranteed and coverage is subject to your plan terms and conditions. Visit myCigna for more information.

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