

Individual and Family Plans

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

EXPRESS SCRIPTS® PHARMACY

Our home delivery pharmacy




Express Scripts® Pharmacy, our home delivery pharmacy, is a convenient option if you're taking a medication on a regular basis to treat an ongoing health condition. Express Scripts® Pharmacy, which is a Cigna company, is one of the country's largest home delivery pharmacies.

What are the benefits of using Express Scripts® Pharmacy?

Express Scripts® Pharmacy helps make it easy for you to get your medication. With just a few simple clicks of your mobile phone, tablet or computer, your important medications will be on their way to your door (or location of your choice).

- Easily order, manage, track and pay for your medications **on your phone or online**
- Standard shipping **at no extra cost**¹
- **Fill up to a 90-day supply** at one time²
- Helpful pharmacists **available 24/7**
- **Refill reminders**³ so you don't miss a dose

Three easy ways to switch to home delivery

- 1. Log in to the myCigna® App or myCigna.com to move your prescription electronically.** Click on the Prescriptions tab and select My Medications from the dropdown menu. Then simply click the button next to your medication name to move your prescription(s).   
- 2. Call your doctor's office.** Ask them to send a 90-day prescription (with refills)⁴ electronically to Express Scripts Home Delivery. Or,
- 3. Call Express Scripts® Pharmacy at 800.835.3784.** They'll contact your doctor's office to help transfer your prescription. Have your Cigna ID card, doctor's contact information and medication name(s) ready when you call.

Got a new prescription?

Ask your doctor to send it to Express Scripts® Pharmacy using one of these methods:

- 1. Electronically:** For fastest service, they can send your prescription electronically to Express Scripts Home Delivery, NCPDP 2623735.
- 2. By fax:** They can call 888.327.9791 to get a Fax Order Form.

Together, all the way.®



Use the myCigna® App or website. It's your "go-to" for everything you need to know about your plan's coverage.

- ▶ **Easily manage all of your prescriptions on the My Medications page.** Click on the Prescriptions tab and select My Medications from the dropdown menu.
 - View all of the prescriptions you've filled within the last 18 months.
 - Use the **myCigna** App to review your medications with your doctor during an office visit.
 - Move your prescription from a retail pharmacy to home delivery with the click of a button.
 - For home delivery fills: Refill your prescriptions, get real-time order status and tracking, pay your bill online, and more.
 - For retail pharmacy fills: View where and when you last filled your medications.
 - For specialty medications: Easily connect to your online Accredo account to manage orders.
- ▶ **See which medications your plan covers.** You have hundreds of generic, preferred brand, and non-preferred brand medications to choose from.
- ▶ **Use the Price a Medication tool to see how much your medication costs.** You can also see if there are lower-cost alternatives available.⁵
- ▶ **View your plan information.** See your pharmacy claim history, coverage details, and account balances.

Call 800.835.3784



Place an order



Talk to customer service about an order



Talk to a pharmacist about your medication



1. Standard shipping costs are included as part of your prescription plan.
2. Tier 5 medications are limited to a 30-day supply in all states except for IL and NC. In IL and NC, Tier 5 medications are allowed in a 90-day supply.
3. 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.
4. Certain medications may only be packaged in less than a 90-day supply. For example, three packages of oral contraceptives equal an 84-day supply. Even though it's not a "90-day supply," it's still considered a 90-day prescription.
5. Prices shown on myCigna are not guaranteed and coverage is subject to your plan terms and conditions. Visit myCigna for more information.

Plans contain exclusions and limitations and are not available in all areas. For costs and details of coverage, review your plan documents.

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