



PRESCRIPTION drug program

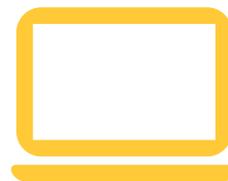
Your Cigna pharmacy benefit program helps you and your doctor pick the best drug for your medical needs and budget, and provides options to help you lower the cost of your medications.

Visit [myCigna.com](https://mycigna.com) for all your pharmacy needs

It's easy to enroll and to use your pharmacy benefits. Log in to [myCigna.com](https://mycigna.com) today. You can:

- **View your benefit details** – See the amount you will pay for each category of drugs. Read other important benefit information.
- **Access your prescription history** – Review your prescription information for the last 12 months.
- **Get home delivery service** – Take advantage of easy access to prescriptions through Cigna Home Delivery PharmacySM. To mail in new prescriptions, simply print an order form. You can also order refills, compare prices, track order and ship dates, and see the number of refills you have left.
- **Get ready for your doctor visit** – Use time with your doctor better with a kit made just for you. Share your prescription history. See the approved list of prescriptions. Print questions about your health. Print and bring in order forms for Cigna Home Delivery Pharmacy.

- **Review real-time drug pricing information** – Use the prescription drug price quote tool to find a pharmacy, review pricing options based on your pharmacy benefit plan and discover potential cost savings through Cigna Home Delivery Pharmacy as well as generic and low-cost therapeutic drug alternatives.



Network Pharmacies
For a list of the over 62,000 pharmacies in our network, log in to [myCigna.com](https://mycigna.com).

Cigna Home Delivery Pharmacy – save time and money

If you take medicine on a long-term basis, consider Cigna Home Delivery Pharmacy. You will save time and money because for certain drugs you can get up to a three-month supply at a lower cost. You will also find it handy to have your prescriptions delivered right to your door at no extra cost. And, Cigna customers who use Cigna Home Delivery Pharmacy are 20% more adherent to their medications than those customers who fill their prescriptions through a retail pharmacy.

GO YOU[®]



- **Convenience** – Cigna Home Delivery Pharmacy delivers the prescription medications you need (including specialty medications requiring refrigeration and/or overnight delivery) right to your home or other preferred location. You can order up to a 90-day supply, so you fill less often.
- **Manage your medications online, 24/7** – Cigna Home Delivery Pharmacy gives you the ability to manage your medications online, 24/7, at **myCigna.com**. You can compare prices, track order and ship dates, see the number of refills you have left and much more.
- **Save money on your medications*** – Cigna Home Delivery Pharmacy can help you save money. See how much you can save on quality generic and name-brand prescription medications. Log in to **myCigna.com** and visit the prescription drug price quote tool on the pharmacy home page or call **1.800.285.4812**, and ask for a price quote.
- **Cigna Home Delivery Pharmacy** is dedicated to your sensitive specialty medication needs – If you have a condition that requires treatment with specialty medication, Cigna Home Delivery Pharmacy can help you manage your pharmacy needs.

Q How do I start using Cigna Home Delivery Pharmacy?

A Request a prescription from your doctor for a 90-day supply with refills. Sign on to **myCigna.com** and print and complete a home delivery order form. You or your doctor can then mail or fax your order in with your prescription. Or – call our toll-free number **1.800.285.4812** to utilize our QuickSwitch® service. An associate will help you get started using Cigna Home Delivery Pharmacy.

Q Is there an extra cost to use the Cigna Home Delivery Pharmacy service?

A No. It's part of your normal pharmacy benefits. There's also no charge for regular shipping.

Q Can I have my prescriptions delivered to me overnight?

A Yes, if you want them that fast. Please remember, there's an extra cost for overnight or rush delivery, but standard shipping is always free. Overnight service will expedite the shipping of your prescription, but not the processing of your order.

Q What if I'm going to be on vacation or away from home for a while?

A If you're at a temporary address for 14 or more days, your prescriptions can be sent to that address.



Cigna Home Delivery Pharmacy can help you manage your pharmacy needs.



90-day retail drug program

If you have a prescription for a maintenance drug (medication for treatment of cholesterol, ulcer, depression, oral contraceptives, etc., taken on a regular basis), you may request a 90-day prescription from your physician. You must pay three copays, but you can have it filled at any pharmacy that honors the 90-day retail program and enjoy the convenience of receiving a three-month supply of medication with one pharmacy visit. Unlike Cigna Home Delivery Pharmacy, there is no copay cost savings with this option.

Not all network pharmacies honor the 90-day retail program. To see which pharmacies do, check the “Contracted Chain Pharmacies” list, which can be found by logging in to **myCigna.com**. An asterisk (*) next to a pharmacy name means that it participates in the 90-day retail program.

If you have questions about a pharmacy’s participation in the program, whether a prescription is a maintenance drug, or which prescriptions qualify for the program, please call the phone number on your ID card.

Managed drug limitation program ensures safe use of certain drugs

The managed drug limitation program helps make sure you get only the right amount of a medicine for the right amount of time. For example, some pain medicines can only be taken four tablets per day for 30 or 90 days. The amount may be different depending on the medicine.

Here's how it works. You have a prescription for a managed drug. The pharmacist will fill the prescription up to the highest amount allowed. If your doctor believes you need more of that drug, he or she must contact the Cigna prior authorization department (see right for more information). For a complete list of managed drugs, sign on to myCigna.com.

Q Why are some drugs managed?

A We pay close attention to certain drugs to make sure they are used safely. Some drugs are limited because they are also not good to use for a long time.

Q What if I've already received as much of my medicine as allowed, but I need more?

A Only your doctor can decide if you need more. Check with your doctor first. If your doctor decides you need more, your doctor must send a request to our prior authorization department.



Prior authorization program monitors high-cost drugs

There are certain drugs that need prior authorization before your doctor can prescribe them. If you don't get prior authorization, the pharmacy will not fill your prescription. Our network doctors will get the okay for you. To stop a delay in receiving your medication, please make sure to get the needed prior authorization. The prior authorization list is reviewed and changed periodically. To see the current list, sign on to myCigna.com.

Q How do I get prior authorization?

A Your doctor must send a request to the Cigna prior authorization department; the form is available at [Cigna.com](https://myCigna.com). It includes:

- Your personal information - name, insurance ID number, date of birth
- Information about the medication - drug name, strength, frequency
- Physician information - physician's first and last name, address, phone number

Q Why do certain drugs require prior authorization?

A It helps make sure that these drugs are used wisely, and it helps control rising drug costs.

Q What is step therapy?

A Step therapy is a prior authorization program designed for you and your doctor to take one step at a time when choosing your medication. It works to help you find the most affordable medication appropriate for your condition.

Q What happens if I drop off a prescription without getting prior authorization?

A Your pharmacist knows that some drugs must have prior authorization. They will not fill those prescriptions. They will work with your doctor to help get the required approval so they can fill your prescription as soon as possible.

Q How do I know if one of the medications I take needs prior authorization?

A Just sign on to myCigna.com and see the current prior authorization drug list.

Q What if I visit a nonnetwork doctor?

A If you visit a doctor who is not part of our network, you must get prior authorization for your medicine. For more information, call the number on your ID card.

Specialty pharmacy network delivers medication that requires special handling

If you have a condition such as multiple sclerosis, hepatitis C, or rheumatoid arthritis, you may get medicine through Cigna Specialty Pharmacy Management, which is colocated with Cigna Home Delivery Pharmacy. This program focuses on medications that need special handling. We also offer more services just for you, such as:

- Prompt delivery of medicine to your home or your doctor's office, in specially designed packaging to protect quality and privacy
- Special packaging and overnight delivery of medications requiring refrigeration
- Required supplies at no additional charge, including syringes, needles, alcohol swabs and disposable containers
- Round-the-clock service, with Cigna specialty pharmacists available 24/7 to help you understand your medication and possible side effects



Q How are orders submitted?

A Fax a completed order form to **1.800.351.3616**.
To request order forms, call us at **1.800.351.3606**.

Q How soon will the order be received?

A Orders are shipped in time to meet the “need-by date” indicated when the order is placed. Even if the order is needed the next day, we can supply the medication with no additional shipping cost. Next-day orders must be received by 4 pm CST.

Q How are refills ordered?

A Refills can be ordered one of two ways. Your doctor can call **1.800.351.3606** to use our automated phone system, or fax a completed order form to **1.800.351.3616**.

Cigna Well Informed (Gaps in Care) program

The Cigna Well InformedSM program offers personalized information and tips to help you reach and sustain a healthy lifestyle. We use pharmacy and health care claim information to identify steps you might take to help improve your health. We share this information in letters we send to both you and your doctor, so that you can work together on a plan of action.

Get the medications you need quickly, easily, and at the low cost you want.

* Savings are based on a 90-day fill/refill and are subject to your plan's provisions. Your benefit plan may differ based on state law. Please check your plan documents for more details and to confirm that you have the Cigna Home Delivery Pharmacy benefit.



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