Get Ready For Your New Pharmacy Plan.

5 steps to take before your new benefits starts.

Here are a few quick tips to help you get started with your Cigna Healthcare® pharmacy plan.

1. Refill your prescriptions before your current plan ends.

This helps make sure you have enough medication while you get started with your new plan.

2. Set up your myCigna.com® account and download the myCigna® app.[1]

You'll use myCigna® to manage your new plan. Even before your plan starts, you can do some things now.

- Print or view your ID card.
- See which medications your plan covers.
- Use the Price a Medication tool to see how much your medication costs and if there are lower-cost options.[2]
- Find an in-network pharmacy.
- Manage your home delivery orders.
- See your pharmacy claims and coverage information.

3. Get to know your new drug list.

See how your medication is covered, like what tier it's on and any coverage rules you need to know about.

- **Before your plan starts:** Go to Cigna.com/druglist.
  - Click "Select Drug List."
  - Choose your drug list from the dropdown.
- **Once your plan starts:** Log in to the myCigna app or myCigna.com. Click Prescriptions, then select Price a Medication.

Scan this QR code to set up your myCigna account.

Offered by Cigna Health and Life Insurance Company or its affiliates.
In Utah, plans are offered by Cigna Health and Life Insurance Company.

All sources and disclosures are at the end of this document.

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If your medication needs approval (prior authorization), here's what you can do:

1. Call your doctor's office. Have your new Cigna Healthcare ID card with you when you call.
   - Your doctor's office will need info that's on it.
   - Download your card from myCigna before your plan starts.
2. Let them know you'll have a new pharmacy plan — and that your medication needs to be approved.
3. Ask your doctor's office to contact us to start the coverage review process. They'll take care of this for you. If they ask, they can download a request form from our provider portal at cignaforhcp.com.

4. See if your pharmacy is in-network.

Your network includes thousands of retail pharmacies — like local drugstores, grocery stores, big-name retailers, and warehouse clubs.

- **Before your plan starts:** Go to CignaHealthcare.com.
  - Select "Find a Doctor," then choose "Employer or School."
  - Enter your address or ZIP code, then select "Health Facilities and Group Practices."
  - Choose "pharmacy" from the dropdown or type it into the search bar.
- **Once your plan starts:** Log in to the myCigna app or myCigna.com and use the Price a Medication tool.

5. Use home delivery.[3]

If you take medication regularly, home delivery from Express Scripts Pharmacy® can help make refills easier.[3] You can:

- Order, track, and pay for your medication on your phone or online.
- Get standard shipping at no extra cost.[4]
- Get up to a 90-day supply at one time.
- Talk with a pharmacist, 24/7.
- Sign up for automatic refills or refill reminders.[5]
- Use a payment plan if you need one.

Questions? Call us

Customer Service

- **Online chat** | myCigna.com
  M-F | 9:00 am-8:00 pm EST
- **By phone** | 24/7
  1 (800) Cigna24 or **1 (800) 244-6224**

Express Scripts Pharmacy

- **1 (800) 835-3784** | 24/7
- Cigna.com/homedelivery

1. App/online store terms and mobile phone carrier/data charges apply. Children under age 13 are not permitted to register for a personal profile at myCigna.com.
2. Prices shown on myCigna are not guaranteed and coverage is subject to your plan terms and conditions. Visit myCigna for more information.
3. Cigna Healthcare, Evernorth Health Services, and Express Scripts are all part of The Cigna Group. This means we have an ownership interest in Express Scripts Pharmacy's home delivery services–but you have the right to fill prescriptions at any pharmacy in your plan's network (as your plan allows). Log in to the myCigna app or myCigna.com to see all of your in-network options.
4. Your plan pays the cost for standard shipping.
5. Express Scripts Pharmacy can automatically refill certain medications. You can sign up to get emails and/or texts from Express Scripts Pharmacy. Standard text messaging rates apply.

Para obtener ayuda en español llame al número en su tarjeta de Cigna Healthcare.

Health benefit plans vary, but in general to be eligible for coverage a drug must be approved by the Food and Drug Administration (FDA), prescribed by a health care professional, purchased from a licensed pharmacy and medically necessary. If your plan provides coverage for certain prescription drugs with no cost-share, you may be required to use an in-network pharmacy to fill the prescription. If you use a pharmacy that does not participate in your plan's network, your prescription may not be covered, or reimbursement may be limited by your plan's copayment, coinsurance or deductible requirements. Refer to your plan documents for costs and complete details of your plan's prescription drug coverage.

Product availability may vary by location and plan type and is subject to change. All group health insurance policies and health benefit plans contain exclusions and limitations. For costs and details of coverage, review your plan documents or contact a Cigna Healthcare representative. Cigna Healthcare products and services are provided exclusively by or through operating subsidiaries of The Cigna Group, including Cigna Health and Life Insurance Company (Bloomfield, CT), Express Scripts, Inc., or their affiliates. In Utah, all products and services are provided by Cigna Health and Life Insurance Company (Bloomfield, CT). Policy forms: DE – HC-CER1 et al., ID – HC-CER24 et al., LA – HC-CER1 et al., MA – HC-CER108 et al., NY – HC-CER1 et al., OK – HC-CER1 et al., OR – HC-CER1 et al., SC – HC-CER1 et al., SD– HC-CER1 et al., TN– HC-CER1 et al., VT– HC-CER1 et al., WV– HC-CER1 et al., WY– HC-CER1 et al.

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