

IMPORTANT CHANGE TO YOUR HOME DELIVERY PRESCRIPTION SERVICE



Cigna Home Delivery Pharmacy

As part of your new benefits plan, prescriptions that you and your family are currently filling through a home delivery pharmacy will be transferred to Cigna Home Delivery Pharmacy. Once the transfer is complete, you'll receive a letter listing which prescriptions have been switched over. You'll also get instructions on how to fill them with Cigna Home Delivery Pharmacy.

Follow these steps to make sure you get your medications on time.

- 1 Be sure to fill your prescriptions at your current pharmacy *before* your benefits change so you stay on track with your medications.
- 2 In order to receive your transferred medications through Cigna Home Delivery Pharmacy you must call **800.285.4812** to provide information on any allergies or health conditions, shipping address, phone number, and a payment method (if applicable.)

Here are some important things to remember.

- › Your first fill with Cigna Home Delivery Pharmacy will take seven to 10 business days for processing. Please keep this in mind when ordering to make sure you stay on track and don't miss a dose.
- › Your prescriptions that have been transferred will not appear online on **myCigna** until the medication has been filled with Cigna Home Delivery Pharmacy for the first time. After the first fill, all refills can be requested online, via phone at **800.285.4812**, by mail or through our free refill reminder service.



PLEASE NOTE, SOME PRESCRIPTIONS MAY NOT TRANSFER

There are some prescriptions which will not transfer; they include:

- › Controlled substance prescriptions
- › Compounded medications
- › Prescriptions that were never filled through a home delivery pharmacy
- › Prescriptions with no refills remaining or which have expired

Any prescriptions that did not transfer will require a new prescription. Here's how to get started.

- › For fastest service, ask your doctor to send your prescription electronically then call us to set up your profile.

OR

- › Call **800.285.4812** with your Cigna ID number, medication and doctor's information. We'll contact your doctor and handle the rest.

Together, all the way.®



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