



# FREQUENTLY ASKED QUESTIONS

## Cigna Home Delivery Pharmacy

### What are the advantages to using Cigna Home Delivery Pharmacy?

Cigna Home Delivery Pharmacy<sup>SM</sup> offers a number of advantages, including getting a three-month supply of medication at one time, and having it delivered directly to your home at no additional cost. With one phone call, you can request a prescription through Cigna Home Delivery Pharmacy. And, it's easy to refill your prescription through our 24-hour interactive voice response (IVR) system, by mail or online at **myCigna**. We also help you stay on track with your medication with refill reminders and prescription renewal notices in case you forget to order your medication.

### How do I know what prescription medications can be filled through Cigna Home Delivery Pharmacy?

In general, prescription maintenance medications are those taken on a regular basis to treat an ongoing health condition, such as asthma, diabetes and heart conditions. If your doctor has prescribed a medication for you to take every day, or several times a week, then you may be taking a maintenance medication. Certain specialty medications are also available through home delivery. To find out, you can ask your doctor directly or call Cigna Home Delivery Pharmacy at **800.285.4812**.

### How do I place an order?

For fastest service, call your doctor's office to request a 90-day supply of your medication and your doctor can submit the prescription request electronically to Cigna Home Delivery Pharmacy. Or you can call us and we will contact your doctor for you.

#### Phone:

1. Have your medication, doctor's name and your credit card information ready.
2. Call **800.285.4812**.
3. We'll request a prescription from your doctor for a 90-day supply with refills.

#### Mail:

1. Request a prescription from your doctor for a 90-day supply of your medication with refills.

**Together, all the way.®**

2. Download an order form from the Home Delivery Pharmacy section on **myCigna.com**
3. Mail the completed order form, prescription and personal check or money order (payable to Cigna Home Delivery Pharmacy) to:

**Cigna Home Delivery Pharmacy**  
**PO box 1019**  
**Horsham, PA 19044**

To find out how much your medication will cost, please call Cigna Home Delivery Pharmacy at **800.285.4812**.

### Can I track the status of my home delivery prescription orders online?

Yes. You can view the status of your prescription orders on **myCigna** and the myCigna App.\* You'll also have access to the following free tools and resources.

- › **Refill prescriptions.** Ordering is fast and easy.
- › **Check drug costs.** Learn what you'll pay for your prescriptions based on your plan before you place your order.
- › **Update profile information.** Let us know how you prefer to get notifications and update your contact and allergy information.

You can also track order status by calling us at **800.285.4812**.

### What happens when there are no more refills left for my prescription?

You will receive an automated phone call letting you know that you need to obtain a new prescription from your doctor. You can also call us at **800.285.4812** and we will reach out to your doctor for a new prescription for you.

### Are the medications I receive from Cigna Home Delivery Pharmacy the same quality medications that I would get from a retail pharmacy?

Yes. Cigna Home Delivery Pharmacy dispenses medications that are FDA approved.



Offered by: Cigna Health and Life Insurance Company, Connecticut General Life Insurance Company or their affiliates.

### What is a “specialty medication”?

Specialty medications are used to treat rare and chronic conditions like multiple sclerosis, hepatitis C and rheumatoid arthritis. Although some are oral medications, the majority of specialty medications are injected and require close supervision and monitoring of therapy for safety and effectiveness. Cigna Home Delivery Pharmacy offers specialty medications. Cigna is available to coordinate your change over to mail delivery; simply call **Cigna Specialty Pharmacy Services at 800.351.3606**. Our representatives are specially trained on complex conditions that require specialty medications.

### After I place my order with Cigna Home Delivery Pharmacy, how long will it take to receive it?

For new orders, please allow five to seven business days after Cigna Home Delivery Pharmacy receives your request. Your refills ship within two business days of receipt of your request.

### Where can I have my prescriptions shipped?

You can have your prescriptions shipped to your home or any other physical address in the U.S. that is convenient for you, as long as it's not a PO box.

### How much does shipping cost for orders placed through Cigna Home Delivery Pharmacy?

Standard shipping of prescription medications is free. Expedited delivery is available at an extra charge.

### Can Cigna help with the transfer of my prescription from my local pharmacy to Cigna Home Delivery Pharmacy?

Yes, transferring your prescription to Cigna Home Delivery Pharmacy is easy with the Cigna QuickSwitch® program. We will request a prescription from your doctor for you. Once we receive it, we will fill your medication and mail it to your home or other location of your choice. Simply call Cigna Home Delivery Pharmacy and have your ID number, prescription medication names, doctor information and payment information ready, and a QuickSwitch associate will do the rest. You can call Cigna Home Delivery Pharmacy at **800.285.4812**.

### Can I order maintenance medication refills online?

Yes, you can order refills online. However, a new prescription must be filled either by the QuickSwitch program or by mailing a Cigna Home Delivery Pharmacy order form with the prescription from your doctor. Order forms are available online on **Cigna.com** or **myCigna**.

### How can I be sure that Cigna Home Delivery Pharmacy will fill my prescriptions accurately?

Cigna Home Delivery Pharmacy has consistently maintained a dispensing accuracy rating of more than 99.9%.\*\*

Cigna Home Delivery Pharmacy is legally required to have licensed pharmacists fill your prescriptions. There are licensed pharmacists at Cigna Home Delivery Pharmacy ready to answer your questions. All prescriptions are filled in accordance with state and federal regulations.

### What if I have a question about a medication or have a complex issue I need to discuss?

Pharmacists are available for prescription medication questions 24 hours a day. Cigna Home Delivery Pharmacy also has medication coaches available for a personal consultation. Call Cigna Home Delivery Pharmacy at **800.285.4812**, or visit **Cigna.com/CoachRx**. In addition to coaching, the CoachRx program offers daily reminders, free pill boxes, education materials and a toll-free number for medication coaching sessions – all designed to help you take your medications regularly and safely.

### Does Cigna Home Delivery Pharmacy perform any checks for potential adverse interactions between medications?

Yes. Cigna Home Delivery Pharmacy screens for interactions with other medications. Everyone who uses Cigna Home Delivery Pharmacy must provide information about his/her allergies and health conditions. This information is kept in our database and is reviewed whenever a prescription order is processed. If a potentially dangerous interaction is detected, Cigna Home Delivery Pharmacy will notify your doctor for clarification.

### My drug is a generic maintenance prescription that only costs me six dollars per month at the local pharmacy. What do I have to pay when I get it through home delivery?

You'll pay the actual cost of the prescription for the 90-day supply if the cost is lower than the copay. If the actual cost exceeds the copay amount, you will only pay the copay.

### My prescription must be kept cold. How does Cigna Home Delivery Pharmacy ship a prescription so that it remains refrigerated?

Cigna Home Delivery Pharmacy adheres to proper storage requirements and can ship a prescription on dry ice if necessary.

\* The downloading and use of the myCigna Mobile App is subject to the terms and conditions of the App and the online stores from which it is downloaded. Standard mobile phone carrier and data usage charges apply.

\*\* Cigna Home Delivery Pharmacy's dispensing accuracy rate is determined by total prescriptions shipped (total volume) minus errors divided by total volume. Cigna Home Delivery Pharmacy achieved a 99.9% dispensing accuracy rate for the 2015 calendar year. Subject to change. December, 2015.

All Cigna products and services are provided exclusively by or through operating subsidiaries of Cigna Corporation, including Cigna Health and Life Insurance Company (CHLIC), Connecticut General Life Insurance Company (CGLIC), Tel-Drug, Inc., Tel-Drug of Pennsylvania, L.L.C., and HMO or service company subsidiaries of Cigna Health Corporation, including Cigna HealthCare of Arizona, Inc., Cigna HealthCare of California, Inc., Cigna HealthCare of Colorado, Inc., Cigna HealthCare of Connecticut, Inc., Cigna HealthCare of Florida, Inc., Cigna HealthCare of Georgia, Inc., Cigna HealthCare of Illinois, Inc., Cigna HealthCare of Indiana, Inc., Cigna HealthCare of St. Louis, Inc., Cigna HealthCare of North Carolina, Inc., Cigna HealthCare of New Jersey, Inc., Cigna HealthCare of South Carolina, Inc., Cigna HealthCare of Tennessee, Inc. (CHC-TN), and Cigna HealthCare of Texas, Inc. “Cigna Home Delivery Pharmacy” refers to Tel-Drug, Inc. and Tel-Drug of Pennsylvania, L.L.C. Policy forms: OK - HP-APP-1 et al. (CHLIC), GM6000 C1 et al. (CGLIC); TN - HP-POL43/HC-CER1V1 et al. (CHLIC), GSA-COVER, et al. (CHC-TN). The Cigna name, logo, and other Cigna marks are owned by Cigna Intellectual Property, Inc. All pictures are used for illustrative purposes only.

