



# FREQUENTLY ASKED QUESTIONS

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**<sup>1</sup>
- **Fill up to a 90-day supply** at one time
- Helpful pharmacists **available 24/7**
- **Automatic refills**<sup>2</sup> or **refill reminders** so you don't miss a dose
- **Flexible** payment options

## What type of prescriptions can I fill through Express Scripts® Pharmacy?

You can fill maintenance medications through home delivery. These are the medications you take on a regular basis to treat an ongoing health condition like asthma, diabetes, high blood pressure or high cholesterol.

**Together, all the way.®**

## How do I get started using Express Scripts® Pharmacy?

Here are 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)<sup>3</sup> 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.

## Can Express Scripts® Pharmacy help transfer my current prescription from my local retail pharmacy?

Yes. Simply call **800.835.3784** and have your Cigna ID card, doctor's contact information and medication name(s) ready when you call. Express Scripts® Pharmacy will do the rest.



Offered by: Cigna Health and Life Insurance Company or its affiliates.

## How do I refill my prescription?

Here are two easy ways to refill your prescription:

1. **Online.** Log in to the **myCigna** App or **myCigna.com**. Click on the Prescriptions tab and select My Medications from the dropdown menu. Then simply click the button next to your medication name to order a refill.
2. **By phone:** Call 800.835.3784 to place an order.

## How can my doctor send a new prescription to Express Scripts® Pharmacy?

Ask your doctor to send it 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.

## Can I manage my home delivery medications online?

Yes. Log in to the **myCigna** App or **myCigna.com**. Click on the Prescriptions tab and select My Medications from the dropdown menu. There, you can get real-time order status and tracking, sign up for automatic refills, pay your bill online, sign up for a payment plan, and more.

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

Yes. Log in to the **myCigna** App or website to check your order status online, at any time.

## What happens when I'm out of refills?

Express Scripts® Pharmacy will send you an email and/or text when you're out of refills. If you signed up for automatic refills, you can electronically ask your doctor for a new prescription - right from the email Express Scripts® Pharmacy sends you.

## Can I refill my prescriptions online?

Yes. Log in to the **myCigna** App or **myCigna.com**. Click on the Prescriptions tab and select My Medications from the dropdown menu. Click the button next to your medication name to order a refill.

## Can Express Scripts® Pharmacy automatically refill my prescriptions?

Express Scripts® Pharmacy can automatically refill certain medications.<sup>2</sup> To sign up, log in to the **myCigna** App or website or call **800.835.3784**. Express Scripts® Pharmacy will send you an email before they automatically refill your prescription. That gives you time to make changes to your order before it ships.

## After I place an order, how long will it take for me to get it?

Once Express Scripts® Pharmacy gets your order, it usually takes about 48 hours to fill it. You should get your order in about 8 days (or 10-14 days if it's a new prescription). To help make sure you don't miss a dose of your medication, please be sure you have a 30-day supply on hand when you place your order.

Log in to the **myCigna** App or website to check the status of your order online, at any time.

## Where can I have my order shipped?

Express Scripts® Pharmacy can ship your order to your home or another address in the U.S., Puerto Rico, or the Virgin Islands.

## How much does shipping cost?

There's no extra cost for standard shipping. However, there is an extra cost to rush delivery of your order.

## What are my payment options?

You can pay by debit or credit card (American Express, Diners Club, Discover, MasterCard or Visa), with your checking account, or through a flexible spending account (FSA). You can also set up automatic payments and update your payment preferences online.

## Can I pay my bill online?

Yes. Log in to the **myCigna** App or **myCigna.com**. Click on the Prescriptions tab and select My Medications from the dropdown menu. Then, click the Make a Payment button.

## Does Express Scripts® Pharmacy offer a payment plan?

Yes. If you need help paying for your medication, Express Scripts® Pharmacy offers an Extended Payment Plan. This gives you the option to split your bill into three smaller, equal payments. You can sign up with a credit card, which they'll automatically charge each time payment is due.

## Are the medications Express Scripts® Pharmacy fills the same quality as what I'd get at a retail pharmacy?

Yes. All medications Express Scripts® Pharmacy fills through home delivery are approved by the U.S. Food and Drug Administration (FDA). If the medication Express Scripts® Pharmacy sends looks different from your current medication, it's probably because they get it from a different manufacturer than your retail pharmacy does. If you have any questions about the medication you get, call Express Scripts® Pharmacy. They're always happy to review your medication with you.

## How can I be sure that Express Scripts® Pharmacy will fill my prescriptions correctly?

All prescriptions are filled by licensed pharmacists. They follow the same state and federal guidelines that retail pharmacists do.

## Before filling my prescriptions, will Express Scripts® Pharmacy check to see if my medications interact with each other?

Yes. Everyone who uses Express Scripts® Pharmacy must provide information about his/her allergies and health conditions. Express Scripts' pharmacists will review this information before they fill your order. If it looks like your medications may cause a serious or dangerous health issue when taken at the same time, the pharmacist will contact your doctor's office to talk about your options.

## What do I do if I have a question about my medication?

Call **800.835.3784** to talk with an Express Scripts pharmacist at any time, 24/7.

## How safe is it to have my medication shipped through home delivery?

It's very safe to fill your medication through home delivery. Millions of people have their medication delivered to their home (or location of their choice) every day. Express Scripts® Pharmacy's packaging is designed to protect your privacy and stand up to bad weather. And if your medication needs refrigeration, they provide that, too. Express Scripts® Pharmacy will ship to your home or workplace – or even to a vacation location – to make sure you get your medication when and where you need it.

## My medication has to be kept cold. Will Express Scripts® Pharmacy be able to do this?

Yes. If your medication needs to be refrigerated, Express Scripts® Pharmacy will send it in an insulated box or foam cooler with ice packs.

## My generic medication only costs me \$6 a month at my local retail pharmacy. How much will I pay for it through home delivery?

Log in to the **myCigna** App or website and use the Price a Medication tool to see how much your medication may cost you through Express Scripts® Pharmacy. You can also see if there are lower-cost alternatives available.<sup>4</sup>

1. Standard shipping costs are included as part of your prescription plan.
2. Express Scripts® Pharmacy can automatically refill certain medications. Log in to the myCigna App or website or call 800.835.3784 to sign up.
3. You may be taking a medication that isn't actually available in a 90-day supply. Certain medications may only be packaged in lesser amounts. 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.
4. Prices shown on myCigna are not guaranteed and coverage is subject to your plan terms and conditions. Visit myCigna for more information.

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

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