Home delivery with Express Scripts® Pharmacy.

Frequently asked questions.

Home delivery with Express Scripts® Pharmacy is a convenient option when you're taking a medication on a regular basis.[1] Here's what you need to know about using home delivery.

Why should I use Express Scripts® Pharmacy?

It's simple, safe – and saves you trips to the pharmacy. 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**[2]
- Fill up to a **90-day supply** at one time[3]
- Helpful pharmacists available **24/7**
- **Automatic refills**[4] **or refill reminders** so you don't miss a dose
- **Flexible** payment options – split your bill into three smaller equal payments

What's a "home delivery pharmacy?"

It's a state-licensed pharmacy that fills maintenance medications. 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. They also provide patient care services and support. A home delivery pharmacy will ship your medication to your home or location of your choice.

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

You can fill 90-day prescriptions for 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.

Can I fill 30-day prescriptions through home delivery?

No. You can fill 90-day prescriptions for maintenance medications through Express Scripts® Pharmacy.

Is there an extra cost to use home delivery?

No. It's part of your plan's pharmacy benefits.

How do I get started using Express Scripts® Pharmacy?

Here are three easy ways to get started:

1. **Log in to the myCigna® App[5] 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). Or,

All sources and disclosures appear at the end of this document.
Offered by: Cigna Health and Life Insurance Company or its affiliates.
In Utah, plans are offered by Cigna Health and Life Insurance Company.

974602 a FAQs 12/23

cigna healthcare

2. **Call your doctor's office.** Ask them to send a 90-day prescription (with refills) electronically to Express Scripts® Home Delivery. Or,
3. **Call Express Scripts® Pharmacy at 800.835.3784.** They'll contact your doctor's office to get your prescription. Have your Cigna Healthcare℠ 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. Call Express Scripts® Pharmacy at **800.835.3784** and have your Cigna Healthcare ID, doctor's contact information and prescription medication name(s) ready. They'll take care of the rest.

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. Or,
2. **By phone:** Call **800.835.3784** to place an order.

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

Here are two easy options:

1. **Electronically:** For fastest service, they can send it electronically to Express Scripts® Home Delivery, NCPDP 2623735. Or,
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** and click on the Prescriptions tab. Select My Medications from the dropdown menu. There, you can enter in your payment information and shipping address, list any known allergies and/or health conditions, pay your bill online, track your order, place a refill and more.

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

Yes. You can check the status of your order online, at any time, on the **myCigna** App or **myCigna.com**. Log in to your account; then, click on the Prescriptions tab and select My Medications from the dropdown menu.

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** and click on the Prescriptions tab. Select My Medications from the dropdown menu and click the button next to your medication name to refill it.

Can Express Scripts® Pharmacy automatically refill my prescriptions?

Express Scripts® Pharmacy can automatically refill certain medications. To sign up, log in to the **myCigna** App or **myCigna.com** or call **800.835.3784**. Express Scripts® Pharmacy will send you an email before they 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 **myCigna.com** to check the status of your order online, at any time.

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 – at no extra cost. 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.

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.

Can Express Scripts® Pharmacy ship my maintenance medications overnight?

Yes. There's an extra cost to overnight or rush delivery of your order, but standard shipping is always free. Also, your order won't be processed any faster. Overnight service only gets your order delivered to you faster.

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** and click on the Prescriptions tab. Select My Medications from the dropdown menu. There, you can pay your bill online.

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 (EPP). This gives you the option to split your bill into three smaller, equal debit or credit card payments, which you'll pay over a three-month period.

To use EPP, log in to the **myCigna** App or **myCigna.com**. Click on the Prescriptions tab and select My Medications from the dropdown menu. Select the home delivery medication you'd like to fill. During checkout, you'll see an EPP section under Payment Method. Click on the "Learn More" button to use the payment plan.

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.

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?

You can talk with an Express Scripts® pharmacist at any time – 24/7 – at **800.835.3784**.

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

You can log in to the **myCigna** App or **myCigna.com** 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.[6]

1. Cigna Healthcare maintains an ownership interest in Express Scripts® Pharmacy's home delivery services. However, you have the right to fill prescriptions at any pharmacy in your plan's network. You won't be penalized regardless of where you fill your prescriptions.
2. Standard shipping costs are included as part of your prescription plan.
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. Express Scripts® Pharmacy can automatically refill certain medications. Log in to the myCigna App or myCigna.com or call 800.835.3784 to sign up. You can sign up to get emails and/or texts from Express Scripts® Pharmacy. To get text messages, you'll have to sign up for Express Scripts®' texting service. You can do this online or over the phone. Once you sign up, simply reply to their welcome text to get started. Standard text messaging rates apply.
5. App/online store terms and mobile phone carrier/data charges apply. Customers under age 13 (and/or their parent/guardian) will not be able to register at myCigna.com.
6. 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 Healthcare.

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) (CHLIC), Connecticut General Life Insurance Company, Express Scripts, Inc., or their affiliates, 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. In Utah, all products and services are provided by Cigna Health and Life Insurance Company (Bloomfield, CT). Policy forms: OK - HP-APP-1 et al., OR - HP-POL38 02-13, TN - HP-POL43/HC-CER1V1 et al. (CHLIC); GSA-COVER, et al. (CHC-TN). All pictures are used for illustrative purposes only.

974602 a FAQs 12/23 © 2023 Cigna Healthcare. Some content provided under license.