

# EXPRESS SCRIPTS PHARMACY<sup>SM</sup>

Our new home delivery pharmacy

## Express Scripts has joined the Cigna family.

Express Scripts is now a Cigna company. Because of this, Express Scripts Pharmacy, one of the country's largest home delivery pharmacies, is now our home delivery pharmacy. We look forward to working together to better serve you and all of your pharmacy, health and wellness needs.

### Why choose home delivery?

If you take a medication every day to treat an ongoing health condition, Express Scripts Pharmacy may be a convenient option for you.

- › **Convenience.** Don't waste time standing in line at the pharmacy. Express Scripts Pharmacy will ship your medication to you at no extra cost. And when you sign up for automatic refills,\* it's even easier to stay on track with your important medications.
- › **Safe, private delivery.** Express Scripts Pharmacy's packaging is designed to protect your privacy and stand up to bad weather.
- › **Easy refills.** Fill up to a 90-day supply of your medication at one time, so you fill less often.
- › **Free refill reminders.** Express Scripts Pharmacy will send you refill reminders\*\* to help make sure you don't miss a dose.
- › **Track your orders.** You can refill your prescription and track your orders online or from your mobile phone.
- › **24/7 access to licensed pharmacists.** Express Scripts' pharmacists are trained to provide specialized support for conditions like diabetes, high blood pressure and high cholesterol.

- › **Payment assistance.** If you need help paying for your medication, Express Scripts Pharmacy offers an Extended Payment Plan, which gives you the option to split your bill into three smaller payments.



### Two easy ways to place a new order

- 1. Electronically:** For fastest service, ask your doctor's office to send your prescription electronically to Express Scripts Home Delivery, NCPDP 2623735.
- 2. By fax:** Have your doctor's office call 888.327.9791 to get a Fax Order Form.

### For current prescriptions - it's easy to move them to Express Scripts Pharmacy.

Just call 800.835.3784 and have your doctor's contact information and prescription medication name(s) and dosage(s) ready. Express Scripts Pharmacy will do the rest.

Together, all the way.<sup>®</sup>



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

**Use the myCigna® app or website. Connect to your new Express Scripts online account portal, and more.**

- **Compare your medication costs before you place your order.** You can use the “Price a Medication” feature to find out how much your medication will cost you to fill at home delivery compared to an in-network retail pharmacy.\*\*
- **See which medications your plan covers and search for lower-cost alternatives** (if available).
- **Connect to your Express Scripts online account portal to manage your medications.**
  - Refill your prescriptions and/or request a new prescription
  - Check your order status and track shipments so you know when you should get your medication
  - Sign up for Express Scripts’ automatic refills and/or auto renewal program
  - See your order and medication histories
  - Update your profile information, like your contact and payment information, what allergies and/or health conditions you have, and how you’d like Express Scripts Pharmacy to contact you

## Questions?

**We’re available anytime, 24/7/365.**

- Talk to customer service about a benefit question: Call the number on your Cigna ID card
- You can also chat with us online on the myCigna website, Monday–Friday, 9:00 a.m.–8:00 p.m. EST.

**800.835.3784**



**Place an order**



**Talk to customer service about an order**



**Talk to a pharmacist about your medication**



\* Express Scripts Pharmacy can automatically refill certain medications. You can call 800.835.3784 to sign up over the phone. Or, you can log in to the myCigna app or website to connect to your Express Scripts online account portal. From there, you can sign up for their automatic refill program.

\*\* 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 when you call 800.835.3784 to refill your prescription. Once you sign up, simply reply to their welcome text to get started. Standard text messaging rates apply.

\*\*\* 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.

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 representative.

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