

YOUR NEW CIGNA PHARMACY BENEFITS

Five steps to take before your new plan starts

Welcome! We're excited to be managing your pharmacy benefits, and look forward to helping you with your health and prescription medication needs. We want to help make the move to Cigna as smooth as possible. Here are five important steps you can take now so you're ready when your new plan starts – and avoid surprises at the pharmacy.

1 Refill your prescription(s) before your current plan ends

This will help make sure you have enough medication at home while you're moving to your new Cigna pharmacy plan.

2 See how your medication will be covered under your Cigna pharmacy plan

To view your new drug list before your Cigna plan starts, go to **Cigna.com/druglist**. There, you can see if your medication is covered, what tier it's covered on, and if there are any extra requirements before your plan will cover it.

For example, if your medication has a **PA** (prior authorization) or **ST** (Step Therapy) next to it, your medication will need approval from Cigna before it can be covered. If it has a **QL** (quantity limit) or **AGE** (age requirement) next to it, your medication *may* need approval.

If your medication needs approval, here's what you need to do:

- **Make sure you have your new Cigna ID card.** Your doctor's office will need the information listed on the card.
- **Call your doctor's office.** Have your Cigna ID card handy when you call.
  - Let your doctor's office know **you've switched to Cigna**, and give them your new insurance information.
  - Then, let them know that **your current medication needs approval** from Cigna before it can be covered.
  - Ask them to **contact Cigna as soon as possible** so we can start the coverage review process. They know how the review process works and will take care of everything for you. In case your doctor's office asks, they can download a request form from Cigna's provider portal at cignaforhcp.com.

    Cigna will review information your doctor provides to make sure your medication meets coverage guidelines. We'll send you and your doctor a letter with next steps. It can take between **1–5 business days to hear from us**. You can always check with your doctor's office to find out if a decision's been made.

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3 See if your retail pharmacy is in your plan's new network

- Before your new plan starts: Go to Cigna.com and click on "Find a Doctor" to see if your current pharmacy is in Cigna's network.
- Once your Cigna plan starts: Log in to the **myCigna**® App[1] or myCigna.com®. Click on the Prescriptions tab, and then choose Price a Medication from the dropdown menu to see which pharmacies are in your plan's new network – and which ones offer the best price.[2] You can also use our home delivery pharmacy to fill your prescriptions.

4 Create a myCigna account – It's 24/7 access to your plan's coverage info

As soon as your new plan starts, you can go to myCigna.com and/or download the myCigna mobile App to create an account.

- See which medications your plan covers.
- Use the Price a Medication tool to find out how much your medication costs, and view lower-cost alternatives (if available).[2]
- Find an in-network pharmacy.
- Ask a pharmacist a question.
- See your pharmacy claims and coverage details.
- Manage, track, order, and pay for your home delivery prescription orders online.

5 Consider using Express Scripts® Pharmacy, our home delivery pharmacy

Home delivery is a convenient option when you're taking a medication on a regular basis to treat an ongoing health condition. It's simple and safe – and saves you trips to the pharmacy. To learn more, go to **Cigna.com/homedelivery**.

- Easily order, manage and track your medications **on your phone or online**.
- Standard shipping at **no extra cost**.[3]
- Fill up to a **90-day supply** at one time.
- **Helpful pharmacists** available 24/7.
- **Automatic refills**[4] or refill reminders so you don't miss a dose.
- **Flexible payment options** if you need help paying for your medications.



Questions?

Call the number on your Cigna ID card – 24/7/365

myCigna.com – Click to Chat
Monday–Friday,
9:00 am–8:00 pm EST

1. The downloading and use of the myCigna 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. Actual App features available may vary depending on your plan and individual security profile. Customers under age 13 (and/or their parent/guardian) will not be able to register at myCigna.com.
2. Prices shown on myCigna are not guaranteed and coverage is subject to your plan terms and conditions. Visit myCigna for more information.
3. Standard shipping costs are included as part of your prescription plan.
4. Express Scripts® Pharmacy can automatically refill certain medications. Log in to the myCigna App or website, or call 800.835.3784, to sign up.

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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Know which medications your plan covers.

View your drug list 24/7 at Cigna.com/PDL, on the myCigna® App or at myCigna.com®.

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View your drug list online.

Whether you're a taking medication now or in the future, it's important to know which medications your plan covers.

Before your plan starts:

1. Go to **Cigna.com/PDL**.
2. Click on "Drug Lists for Employer Plans" and scroll down until you get to the section for the Cigna Advantage Prescription Drug List.
3. Click on the pdf called **4 Tier (all specialty medications covered on tier 4)**.

Once your plan starts:

1. Log in to the **myCigna app**[1] or **myCigna.com**.
2. Use the **Price a Medication tool** to see how your medication is covered and how much it costs.[2]



Your plan uses the Cigna Healthcare℠ Advantage 4-Tier prescription drug list.

1. 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**.
2. Prices shown on **myCigna** are not guaranteed and coverage is subject to your plan terms and conditions. Visit **myCigna** for more information.

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Your prescriptions are ready to be filled.



Get started using home delivery with Express Scripts® Pharmacy.

We're moving the prescription(s) you're currently filling by mail to Express Scripts® Pharmacy, your new home delivery pharmacy.[1]

Three tips to help make the change easier

1. **Refill your prescription(s) now** – before your pharmacy plan changes
2. **Set up your home delivery profile on myCigna®.**[2] Go to the Profile page and scroll down to the Home Delivery Pharmacy section. There, you can:
   - Enter in your shipping address, phone number and payment information
   - List any known allergies and/or health conditions
   - Tell us how you want Express Scripts® Pharmacy to contact you
3. **Give Express Scripts® Pharmacy 7–10 business days to fill your first order.** Refills won't take as long. Overnight delivery is also available.

Home delivery with Express Scripts® Pharmacy

It's simple and safe, and saves you trips to the pharmacy. Learn more at **Cigna.com/homedelivery**.

- Easily order, manage, track and pay for your medications on your **phone or online**
- Standard shipping at **no extra cost**[3]
- Fill up to a **90-day supply**[4] at one time
- **Automatic refills** or refill reminders so you don't miss a dose[5]
- Helpful pharmacists **available 24/7**
- **Flexible** payment options

There are some prescriptions we can't move for you

If you're taking one of these medications, have your doctor's office send your prescription(s) to Express Scripts® Pharmacy.

- Controlled medications
- Compounded medications
- Prescriptions that you haven't filled through a home delivery pharmacy before
- Prescriptions that have expired or don't have any refills left

Here are two ways your doctor can send your prescription(s):

1. **Electronically:** For fastest service, have them send it electronically to Express Scripts Home Delivery; or,
2. **By fax:** Have them call **888.327.9791** to get a Fax Order Form

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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. You'll see your medication name listed on myCigna as soon as Express Scripts® Pharmacy gets your prescription(s). 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.
3. Standard shipping costs are included as part of your prescription plan.
4. 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.
5. Express Scripts® Pharmacy can automatically refill certain medications. Log in to the myCigna App or website, 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 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.

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

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Make fills easier.

Use home delivery with Express Scripts® Pharmacy.



Home delivery with Express Scripts® Pharmacy is a convenient option when you're taking a medication on a regular basis.[1] It's simple, safe – and saves you trips to the pharmacy.

Make fills easier. Have your medication sent to your home.

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

Three easy ways to get started using Express Scripts® Pharmacy

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,
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.

Got a new prescription?

Ask your doctor to send it to Express Scripts® Pharmacy for you.

1. **Electronically:** For fastest service, have them send it electronically to Express Scripts® Home Delivery, NCPDP 2623735. Or,
2. **By fax:** Have them call **888.327.9791** to get a Fax Order Form.

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2. Standard shipping costs are included as part of your prescription plan.
3. Certain medications may only be packaged in less than a 90-day supply. 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.
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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,

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974602 a FAQs 12/23

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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:

I. **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:

I. **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]



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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.
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Your health has met its app.

Access your health plan anytime and just about anywhere you go.



Life can be busy and complicated. So we created a simple-to-use tool that can help make your life easier (and healthier) while you're on the go. **myCigna**® helps you personalize, organize and access your important plan information on your phone or tablet. Use the **myCigna** app to:*

- **View**, fax or email ID card information
- **Access** virtual care directly from your phone or tablet**
- **Manage** and track claims
- **Find** in-network doctors and compare cost and quality information
- **Review** your coverage
- **Track** your account balances and deductibles
- **Submit** receipts for reimbursement from your Cigna Healthcare℠ HRA and/or FSA
- **Order** your prescriptions from Express Scripts® Pharmacy, a Cigna Healthcare company, and get home delivery, the ability to view your order history online and more
- **Compare** prescription drug prices for retail and home delivery pharmacies***

Download the myCigna App for your mobile device. Disponible en español.

Scan the QR code with your mobile phone and download the app today.

GET IT ON Google Play

Download on the App Store

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** Cigna Healthcare provides access to virtual care through national telehealth providers as part of your plan. This service is separate from your health plan's network and may not be available in all areas or under all plans. Referrals are not required. Video may not be available in all areas or with all providers. Refer to plan documents for complete description of virtual care services and costs.

*** Prescription savings opportunities may not be available for some medications.

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Specialty medications delivered to your door.

Filled by Accredo's specialty pharmacy.

When it comes to specialty medications, you need a pharmacy that's focused in complex medical conditions like yours. That's why your plan only covers certain specialty medications if you fill them through Accredo®'s specialty pharmacy.[1]

At Accredo, you're the number one focus.

Accredo will deliver your specialty medication to your home, workplace or doctor's office[2] – or even to a vacation location – to make sure you have it when and where you need it. And their team of specially trained pharmacists, nurses and clinicians work together to give you the personalized care and support you need to manage your therapy.

- Get personalized care services
- Talk to a specially-trained pharmacist, nurse and/or clinician, 24/7
- Learn how to work through side effects
- Find ways to help pay for your medications, if needed
- Get standard shipping, at no extra cost[3]
- Sign up for refill reminders
- Easily manage your medications by phone or online[4]



Call Accredo today.

877.826.7657
M–F 7:00 am–10:00 pm CT
Sat 7:00 am–4:00 pm CT

Be sure to call Accredo about two weeks before your next refill so they have time to get a new prescription from your doctor's office.



Learn more about Accredo.

Go to **Cigna.com/specialty**. Be sure to check out the video to learn more about the personalized care and support Accredo provides.

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Frequently asked questions about using Accredo.

Q: Do I need to to fill my specialty medication through Accredo?

A: Yes. Your plan only covers specialty medications if you fill them through Accredo.

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

A: Once Accredo gets your order, you should get it in two to three days. To help make sure you don't miss a dose, please be sure to call Accredo about two weeks before your next refill so they have time to get a new prescription from your doctor's office.

Q: Are the medications Accredo fills the same quality as what I'd get at a retail pharmacy?

A: Yes. All medications are approved by the U.S. Food and Drug Administration (FDA). If you have any questions about the medication you get, call Accredo. They're happy to review your medication with you.

Q: How safe is it to have Accredo ship my medication?

A: It's very safe to fill your medication through Accredo. Accredo will ship your order by UPS or FedEx. The packaging is designed to protect your privacy and stand up to bad weather and warm temperatures. They'll also provide refrigeration if your medication needs it. Accredo 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.

Q: Where can I have my order shipped?

A: Accredo can ship your order to your home or another address in the U.S., Guam, Puerto Rico, or the U.S. Virgin Islands.

Q: How much does shipping cost?

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

Q: What are my payment options?

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

Q: Does Accredo offer payment assistance?

A: Yes. You have access to a dedicated team at Accredo that will help coordinate copay assistance and other options if you need help paying for your medication.

Q: Can I manage my specialty medications online?

A: Yes, as long as you already have a prescription at Accredo. Log in to the **myCigna® App**[5] 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. We'll automatically connect you to your online Accredo account.

Q: What do I do if I have a question about my medication?

A: You can talk with an Accredo pharmacist at any time, 24/7, at **877.826.7657**. Accredo pharmacists are trained to provide clinical support for complex conditions that require specialty medications.

Q: How can I be sure that Accredo will fill my prescriptions correctly?

A: All prescriptions are filled by licensed pharmacists. They follow the same state and federal legal requirements that retail pharmacists do.

Q: Can Accredo help me manage my condition?

A: Yes. They'll help you work through side effects, check in with you and your doctor to see how your therapy's going, help you get your medications approved for coverage and more.

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1. Cigna Healthcare℠ maintains an ownership interest in Accredo's specialty pharmacy services.
2. As allowable by law. For medications administered by a health care provider, Accredo will ship the medication directly to your doctor's office.
3. Standard shipping costs are included as part of your prescription plan.
4. You'll see your medication listed online as soon as Accredo ships it.
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.

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

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