

# FREQUENTLY ASKED QUESTIONS

## Cigna Home Delivery Pharmacy



### What are the benefits of using Cigna Home Delivery Pharmacy<sup>SM</sup>?

- › **Convenience.** Don't waste time standing in line at the pharmacy. Cigna Home Delivery Pharmacy will ship your medication to you at no extra cost.
- › **Safe, private delivery.** Cigna Home Delivery 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.** Cigna Home Delivery 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 on the **myCigna**<sup>®</sup> App or website.
- › **24/7 access to licensed pharmacists.**

### What type of prescriptions can I fill through Cigna Home Delivery Pharmacy?

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

### Can Cigna Home Delivery Pharmacy help transfer my current prescription from my local retail pharmacy?

Yes. Simply call **800.835.3784** and have your doctor's contact information and prescription medication name(s) and dosage(s) ready. Cigna Home Delivery Pharmacy will do the rest.

### How do I refill my prescription?

Here are two easy ways to refill your prescription:

1. **Log in to the myCigna app or website.** Click on the Prescriptions tab, then select Manage Prescriptions.
2. **Call 800.835.3784** to place an order over the phone.

### I just got a new prescription from my doctor. How do I place an order?

Here are two easy ways to place a new order:

1. **Electronically:** For fastest service, ask your doctor's office to send your prescription electronically to Cigna Home Delivery Pharmacy. Then call **800.835.3784** to set up your profile. Be sure to have your Cigna ID number and shipping and billing information ready when you call.
2. **By phone:** Call **800.835.3784**. Be sure to have this information ready when you call. Cigna Home Delivery Pharmacy will call your doctor's office to get a 90-day prescription, with refills.
  - › Your name and Cigna ID number
  - › The name(s) and dosage(s) of your medications
  - › Your doctor's name and phone number
  - › Your credit card information (American Express, Discover, MasterCard or Visa)

### 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. Simply log in to the myCigna app or website. Click on the Prescriptions tab, then select Manage Prescriptions. You can also check your order status by calling **800.835.3784**.

### Can I manage my home delivery medications online?

Yes. Simply log in to the myCigna app or website. Click on the Prescriptions tab, then select Manage Prescriptions. There, you can refill your prescriptions, check your medication costs, provide your payment information and shipping address, list any known allergies and/or health conditions, and more.

Together, all the way.<sup>®</sup>



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

Cigna Home Delivery Pharmacy will call to let you know that you need to get a new prescription from your doctor. Or, you can call **800.835.3784** and Cigna Home Delivery Pharmacy will contact your doctor's office to get a new prescription for you.

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

Once Cigna Home Delivery Pharmacy gets your order, it usually takes about two business days to fill it. For new orders, please allow seven to ten business days to fill it. 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.

You can check the status of your order online, at any time. Simply log in to the myCigna app or website. Click on the Prescriptions tab, then select Manage Prescriptions.

### Where can I have my order shipped?

Cigna Home Delivery 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.

### Are the medications Cigna Home Delivery Pharmacy fills the same quality as what I'd get at a retail pharmacy?

Yes. All medications Cigna Home Delivery Pharmacy fills through home delivery are approved by the U.S. Food and Drug Administration (FDA). Your medication may look different from what you're used to getting at your retail pharmacy. That's because different manufacturers can make the same medication. If Cigna Home Delivery Pharmacy gets your medication from a manufacturer your current pharmacy doesn't use, your medication may be a different shape, size and/or color. If you have any questions about the medication you get, call us. We're always happy to review your medication with you.

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

It's very safe to fill your medication through home delivery. Cigna Home Delivery 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. Cigna Home Delivery 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.

### Can I refill my prescriptions online?

Yes. You can refill your prescriptions on **myCigna**. Simply click on the Prescriptions tab, then select Manage Prescriptions.

### What are my payment options?

You can pay by debit or credit card (American Express, Discover, MasterCard or Visa) or by check.

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

You can talk with a Cigna pharmacist at any time, 24/7. Simply call **800.835.3784**.

### How can I be sure that Cigna Home Delivery 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 Cigna Home Delivery Pharmacy check to see if my medications interact with each other?

Yes. Everyone who uses Cigna Home Delivery Pharmacy must provide information about his/her allergies and health conditions. Our 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.

### 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 website and click on "Price a Medication" to see how much your medication will cost you. You can also see if there are lower-cost alternatives available.\*

### My medication has to be kept cold. Will Cigna Home Delivery Pharmacy be able to do this?

Yes. If your medication needs to be refrigerated, Cigna Home Delivery Pharmacy will send it with dry ice.



\* 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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