

Click with a site that CLICKS WITH YOU

myCigna.com is completely personalized, so it's easy to quickly find *exactly* what you're looking for.

- **Find** doctors and medical services
- **Manage** and track claims
- **See** cost estimates for medical procedures
- **Compare** quality of care ratings for doctors and hospitals
- **Access** a variety of health and wellness tools and resources

Manage your health and health care expenses with ease. It's all waiting for you on **myCigna.com**.



Connect with better health. Here's how:

Health and wellness

- **My health assessment.** In just twenty minutes, this confidential, online questionnaire will give you a better understanding of your health today – and teach you simple steps for improving your health in the future.
- **Condition and wellness resources.** Using our interactive medical library, find information on health conditions, first aid, medical exams, wellness and more.
- **WebMD® personal health record.** Automatically store and track your medical conditions, medications, allergies, procedures and immunizations conveniently online.

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Cost estimates and quality of care ratings

- **Find a doctor.** Personalized search results make it easy to find the right doctor for you. Search by name, specialty, procedure, location and other criteria.
- **Estimate medical costs.** Review estimated costs for specific, in-network procedures, treatments and facilities so there aren't any surprises.
- **Compare hospitals and doctors.** See how they compare by cost, patient outcomes and more.
- **Quality of care.** Quality distinctions and cost-efficiency ratings for doctors appear with every search result, with quality-designated doctors appearing at the top of your list.
- **Prescription drug price quote tool.** Compare prices between Cigna Home Delivery PharmacySM and our network of retail pharmacies to help ensure you're getting the best price possible.
- **Manage and track claims.** Quickly search and sort claims, as well as track account balances, like deductibles and out-of-pocket maximums.

Prescription services

- **Live pharmacists 24/7** to help answer all your prescription drug-related questions and put you at ease.
- **Refill prescriptions with Cigna Home Delivery Pharmacy.** Save time and money by reordering prescriptions online and getting up to a 90-day supply delivered right to your mailbox.
- **Manage your Cigna Home Delivery Pharmacy prescription orders.** You can easily place a new order, track shipments and view how many refills you have left on your prescription.
- **Sign up for QuickFill.** This refill reminder service lets you know when your prescription is about to run out – and fill it at the same time.
- **Instant access to Cigna Home Delivery Pharmacy and retail prescription information.** View your pharmacy claim history, plan details and account balances.

It's all designed to click with you.

For a quick tour on how to get the most out of myCigna.com, go to: myCigna.com > Site Benefits

To register: myCigna.com > Learn How to Register



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Cigna Home Delivery Pharmacy

FREQUENTLY ASKED QUESTIONS



What are the advantages to using Cigna Home Delivery Pharmacy?

Cigna Home Delivery PharmacySM offers a number of advantages, including getting a three-month supply of medication at one time, and having it delivered directly to your home at no additional cost. With one phone call, you can request a prescription through Cigna Home Delivery Pharmacy. And, it's easy to refill your prescription through Cigna's 24-hour interactive voice response (IVR) system, by mail or online at myCigna.com. Cigna Home Delivery Pharmacy also offers programs to help you stay on track with your medication such as refill reminders and prescription renewal notices in case you forget to order your medication.

How do I know what prescription medications can be filled through Cigna Home Delivery Pharmacy?

In general, prescription maintenance medications are those taken on a regular basis to treat an ongoing health condition, such as asthma, diabetes, heart conditions and more. If your doctor has prescribed a medication for you to take every day, or several times a week, then you may be taking a maintenance medication. To find out, you can ask your doctor directly; call Cigna Home Delivery Pharmacy at **1.800.285.4812**.

Will Cigna help me transfer my prescription from my local pharmacy to Cigna Home Delivery Pharmacy?

Yes, transferring your prescription to Cigna Home Delivery Pharmacy is easy with Cigna's QuickSwitch[®] program. If you use the QuickSwitch program, you will not need a new prescription. Simply call Cigna Home Delivery Pharmacy and have your ID number, prescription medication names, doctor information and payment information ready, and a QuickSwitch associate will do the rest. You can call Cigna Home Delivery Pharmacy at **1.800.285.4812**.

Are the medications I receive from Cigna Home Delivery Pharmacy the same quality medications that I would get from a retail pharmacy?

Absolutely. Cigna Home Delivery Pharmacy dispenses the same medications as your local pharmacy. All medications dispensed by Cigna Home Delivery Pharmacy are FDA-approved.

After I place my order with Cigna Home Delivery Pharmacy, how long will it take to receive it?

For new orders, please allow five to seven business days after Cigna Home Delivery Pharmacy receives your request. Your refills ship within two business days of the receipt of your request.

Can I track the status of my Cigna Home Delivery Pharmacy order?

Yes. You can check your order by logging in to myCigna.com or call Cigna Home Delivery Pharmacy at **1.800.285.4812**.

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Where can I have my prescriptions shipped?

You can have your prescriptions shipped to any address that works for you – home, work, or any other alternative, including a P.O. box.

How much does shipping cost for orders placed through Cigna Home Delivery Pharmacy?

Standard shipping of prescription medications is free. Expedited delivery is available at an extra charge.

How can I place a Cigna Home Delivery Pharmacy order if I don't have a credit/debit card?

You can send your order form by mail and include a check or money order payable to:

Cigna Home Delivery Pharmacy

and mail to:

Cigna Home Delivery Pharmacy

P.O. Box 1019, Horsham, PA 19044

Can I order maintenance medication refills online?

Yes, you can order refills online. However, a new prescription must be filled either by the Quickswitch program or by mailing a Cigna Home Delivery Pharmacy order form with the prescription from your doctor. Order forms are available online at myCigna.com.

What is Quickswitch?

Quickswitch is the process that is used to make filling your first prescription with Cigna Home Delivery Pharmacy easy. We will request a prescription from your doctor for you. Once we receive it, we will fill your medication and mail it to your home or other location of your choice. Just one phone call and we will do the rest!

How can I be sure that Cigna Home Delivery Pharmacy will fill my prescriptions accurately?

Cigna Home Delivery Pharmacy has consistently maintained a dispensing accuracy rating of over 99.9%. They require every prescription order received to go through a series of quality review checks using registered pharmacists and a sophisticated dispensing system.

Cigna Home Delivery Pharmacy operates like any other retail pharmacy and is legally required to have registered pharmacists filling your prescriptions. There are licensed pharmacists at Cigna Home Delivery Pharmacy ready to answer your questions. All prescriptions are filled in accordance with state and federal regulations.

What if I have a question about a medication or have a complex issue I need to discuss?

Cigna Home Delivery pharmacists are available for general prescription questions 24 hours a day by calling the number on the back of your ID card and asking to speak with an associate. Cigna Home Delivery Pharmacy also has medication coaches available for a personal consultation. Call Cigna Home Delivery Pharmacy at **1.800.285.4812**, Monday–Friday, 9 am–6 pm EST or visit Cigna.com/CoachRx to contact Cigna's medication coaches by email. In addition to coaching, the CoachRx program offers daily reminders, free pill boxes, education materials and a toll-free number for medication coaching sessions – all designed to help you take your medications regularly and safely.

Does Cigna Home Delivery Pharmacy perform any checks for potential adverse interactions between medications?

Yes. Cigna Home Delivery Pharmacy uses a sophisticated nationwide system for screening interactions with other medications filled at other participating retail pharmacies. Each individual who uses Cigna Home Delivery Pharmacy must provide information about his/her allergies and health conditions. This information is loaded into the dispensing database and is accessed whenever a prescription order is processed. If a potentially dangerous interaction is detected, Cigna Home Delivery Pharmacy will outreach to your doctor for notification and clarification.

My drug is a generic maintenance prescription that only costs me \$6 per month at the local pharmacy. What do I have to pay when I get it through home delivery?

You pay only the actual cost of the prescription for the 90-day supply if the cost is lower than the copay. If the actual cost exceeds the copay amount, you will only pay the copay.

My prescription must be kept cold. How does Cigna Home Delivery Pharmacy ship a prescription so that it remains refrigerated?

Cigna Home Delivery Pharmacy adheres to all required storage requirements and can ship a prescription on dry ice if necessary.



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VISIT myCigna.com FOR YOUR PHARMACY NEEDS.

It's easy to enroll and simple to use.
Log in to myCigna.com today



Now, myCigna.com is designed to integrate information from all of Cigna's services that apply to you.

How can myCigna.com help me make the most of my pharmacy plan? You can:

1. Search our list of over 62,000 retail network pharmacies to find a pharmacy near you. If you are on the go and want to access our list on your smartphone,  it is GPS accessible which means that we can help you find a pharmacy nearest to you.
2. See your pharmacy claim history, plan details and account balances.
3. Use the prescription drug price quote tool to see and compare real-time drug prices at local retail pharmacies and Cigna Home Delivery PharmacySM. Pricing is shown specifically for your pharmacy plan. The prescription drug price quote tool is also designed to work easily on your smartphone for use on the go. 
4. See a complete list of covered prescription drugs and see the category under which they are covered.

5. Ask a pharmacist a question 24/7.
6. Manage your Cigna Home Delivery Pharmacy prescription orders – you can place orders, track shipments and see the number of refills you have left on your prescription.

What are the benefits of Cigna Home Delivery Pharmacy?

1. Convenient delivery of the prescription medications you take on a regular basis, directly to your door.
2. Save money and valuable time by ordering up to a 90-day supply of your prescriptions at one time.
4. Our automatic refill reminder service, called QuickFill, makes it simple and easy to refill your prescriptions.
5. Its simple to switch! All you have to do is call 1.800.285.4812 to get started. We'll take care of the rest.

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Offered by: Connecticut General Life Insurance Company or Cigna Health and Life Insurance Company.

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