

For a complete Drug List  
Visit [www.Cigna.com](http://www.Cigna.com)

## FREQUENTLY ASKED QUESTIONS

### Cigna Home Delivery Pharmacy



#### What are the advantages to using Cigna Home Delivery Pharmacy?

Cigna Home Delivery Pharmacy<sup>SM</sup> 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 our 24-hour interactive voice response (IVR) system, by mail or online at **myCigna**. We also help you stay on track with your medication with 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 and heart conditions. 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. Certain specialty medications are also available through home delivery. To find out, you can ask your doctor directly or call Cigna Home Delivery Pharmacy at **800.285.4812**.

#### How do I place an order?

For fastest service, call your doctor's office to request a 90-day supply of your medication and your doctor can submit the prescription request electronically to Cigna Home Delivery Pharmacy. Or you can call us and we will contact your doctor for you.

#### Phone:

1. Have your medication, doctor's name and your credit card information ready.
2. Call **800.285.4812**.
3. We'll request a prescription from your doctor for a 90-day supply with refills.

#### Mail:

1. Request a prescription from your doctor for a 90-day supply of your medication with refills.

2. Download an order form from the Home Delivery Pharmacy section on **myCigna.com**
3. Mail the completed order form, prescription and personal check or money order (payable to Cigna Home Delivery Pharmacy) to:  
**Cigna Home Delivery Pharmacy**  
**PO box 1019**  
**Horsham, PA 19044**

To find out how much your medication will cost, please call Cigna Home Delivery Pharmacy at **800.285.4812**.

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

Yes. You can view the status of your prescription orders on **myCigna** and the myCigna App.\* You'll also have access to the following free tools and resources.

- › **Refill prescriptions.** Ordering is fast and easy.
- › **Check drug costs.** Learn what you'll pay for your prescriptions based on your plan before you place your order.
- › **Update profile information.** Let us know how you prefer to get notifications and update your contact and allergy information.

You can also track order status by calling us at **800.285.4812**.

#### What happens when there are no more refills left for my prescription?

You will receive an automated phone call letting you know that you need to obtain a new prescription from your doctor. You can also call us at **800.285.4812** and we will reach out to your doctor for a new prescription for you.

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

Yes. Cigna Home Delivery Pharmacy dispenses medications that are FDA approved.

**Together, all the way.®**



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