

# FREQUENTLY ASKED QUESTIONS

Express Scripts Pharmacy<sup>SM</sup>

## 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.

### What are the benefits of using Express Scripts Pharmacy?

- › **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're having trouble paying for your medication, Express Scripts Pharmacy offers an Extended Payment Plan, which gives you the option to split your bill into smaller payments.

### What type of prescriptions can I fill through Express Scripts 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.

### 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. We'll automatically connect you to your Express Scripts online account portal.
2. **Call 800.835.3784** to place an order over the phone.

### Can Express Scripts 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. Express Scripts Pharmacy will do the rest

Together, all the way.®



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

## 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 Express Scripts Home Delivery, NCPDP 2623735.
2. **By fax:** Have your doctor's office call 888.327.9791 to get a Fax Order Form.

## 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. We'll automatically connect you to your Express Scripts online account portal.

## 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. We'll automatically connect you to your Express Scripts online account portal. There, you can manage your medications. You can also sign up for their automatic refill and/or auto renewal program, provide your payment information and shipping address, list any known allergies and/or health conditions, and more.

## 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. And if you signed up for their auto renewal program (if your medication is eligible), you can electronically ask your doctor to renew your prescription – right from the email Express Scripts sends you.

## 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.

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. We'll automatically connect you to your Express Scripts online account portal.

## 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.

## 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). Your medication may look different from what you're used to getting at your retail pharmacy or through Cigna Home Delivery Pharmacy<sup>SM</sup>. That's because different manufacturers can make the same medication. If Express Scripts 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. 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, too. 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.

## Can I refill my prescriptions online?

Yes. You can refill your prescriptions on Express Scripts' website. **To make it easy for you, you can get there by logging in to the myCigna app or website.** Simply click on the Prescriptions tab, then select Manage Prescriptions. We'll automatically connect you to your Express Scripts online account portal. You can also sign up for their automatic refill and/or auto renewal program.

## Can Express Scripts Pharmacy automatically refill my prescriptions?

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. Express Scripts will send you an email before they automatically refill your prescription. That gives you time to make changes to your order before it ships.

## **I have my prescriptions automatically refilled through Cigna Home Delivery Pharmacy. Will Express Scripts Pharmacy automatically refill the same prescriptions for me?**

No. You'll have to sign up for Express Scripts Pharmacy's automatic refill program (if your medication is eligible).

## **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 set up automatic payments and update your payment preferences 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. This gives you the option to split your bill into three smaller payments. You can sign up with a credit card, which they'll automatically charge each time payment is due.

## **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. Simply call **800.835.3784**. Express Scripts' pharmacists are trained to provide specialized support for conditions like diabetes, high blood pressure and high cholesterol.

## **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.

## **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 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.



\* 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.**

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