

# CONVENIENT SERVICE FOR YOUR SPECIALTY MEDICATIONS



**Use home delivery to be covered for specialty medications.**

Your health condition deserves special care, and making sure you get the medication you need is a critical part of that care. That's why Cigna Specialty Pharmacy Services<sup>SM</sup> makes it easy to get your specialty medications.

**Under your Cigna prescription drug plan, you and your dependents will only be covered when you use Cigna Specialty Pharmacy Services, a convenient home delivery pharmacy, for specialty medications.**

## **Cigna Specialty Pharmacy Services offers you more than just your medication**

- › 24/7 access to customer service and pharmacists to help answer any questions
- › Free standard shipping anywhere in the U.S.
- › Condition-specific support and therapy management
- › Convenient delivery right to your door or preferred location
- › Helpful coaching and reminder services
- › Supplies like tape, bandages, sharps collectors, swabs, etc.
- › Access to educational materials and more
- › Discreet packaging at no additional cost to protect quality and privacy
- › Financial assistance may be available for costly medications

## **Ordering is as easy as 1, 2, 3**

- 1** Have your medication, doctor's information and credit card information ready.
- 2** Call **800.351.3606**.
- 3** We'll contact your doctor and coordinate any necessary benefit approvals.

### **Learn more**

Log in to **myCigna.com** and visit the Cigna Home Delivery Pharmacy<sup>SM</sup> page for more information. You can also see real-time pricing of medications.

**Together, all the way.®**





## Frequently asked questions about Cigna Specialty Pharmacy Services

**Q: Do I need to use Cigna Specialty Pharmacy Services to fill my medication?**

**A:** Yes. If you try to get your medication at a different pharmacy, it won't be covered. You'll need to begin using Cigna Specialty Pharmacy Services for continued coverage.

**Q: What are the benefits of home delivery?**

**A:** Cigna Specialty Pharmacy Services gives you the convenience of home delivery, with free standard shipping, along with helpful coordination of your specialty medication with your doctors. This helps make it easier to manage your condition and have the peace of mind you need to focus on feeling better.

**Q: Do you provide any therapy support?**

**A:** Yes, we offer TheraCare®, a therapy management program designed to help customers who take specialty medications understand and manage their condition and treatment. This program is available at no additional cost. Call TheraCare at **800.633.6521** to verify your eligibility.

**Q: How long does it take to receive my medications through home delivery?**

**A:** Typically in one to two days. Our pharmacy care specialists can also help you coordinate your refills, lab results and prior authorizations to help ensure you won't miss a dose.

**Q: Do you carry quality medications?**

**A:** Yes. All of the medications we fill are FDA-approved and are dispensed from U.S.-based pharmacies.

**Q: How are my medications shipped?**

**A:** We ship most specialty medications overnight through UPS. All are shipped in tamper-resistant, confidential packaging that's built to stand up to harsh weather. We ship all medications as directed by the manufacturer, including ice packs when needed. So you can relax knowing your medications are sent to you safely and securely.



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