



Cigna Pharmacy Management

Together with Express Scripts, Cigna Pharmacy Management is accelerating a new, more sustainable model of health care as a global total health and well-being company. A significant milestone in this upgrade will be an upgrade to our claim processing platform.

With this upgrade, you may experience some changes to the way you access your Pharmacy Benefit information. This handbook will help you understand the upgrade and these changes.

CUSTOMER SERVICE – ONLINE, MOBILE, AND PHONE

What stays the same?

Cigna Service Team – Continue to use the same phone number, found on the back of your new ID Card, for pharmacy benefit related questions. Customer service representatives are available 24 hours a day, 7 days a week, 365 days a year.

MyCigna.com and the MyCigna App – Current myCigna.com and app capabilities continue to provide you with the

ability to view your benefits, formulary, and claim history, and to get a price on a new medication as well as cost saving alternatives (if available).

What is different?

Online tools for home delivery – myCigna.com and the myCigna app will link you to the Express Scripts website for home delivery support. When you access the home delivery pharmacy site for the first time on or after September 1, you will be asked to acknowledge updated terms and conditions. As part of the first fill of a prescription, you will also need to update payment information online or by phone with a Cigna representative to ensure data security.

Other online options – Effective September 1, you will be able to download medication literature packets online rather than receiving paper packets in shipping materials. You can also pay any balances online.

Registration age for online capabilities – The new online home delivery capabilities require a minimum age of 18 for online registration, which is a change from Cigna Home Delivery Pharmacy's current minimum age of 13.



Enhanced support for the visually challenged – We will now be able to offer prescription materials in Braille upon request. If you sign up for this option, all future prescription orders will include it.

ID CARDS AND RETAIL PHARMACIES

What stays the same?

Pharmacy network – There are no changes to the retail pharmacy network

Refilling a medication – You will be able to refill current, eligible prescriptions at retail pharmacies by using current prescription numbers.

Prior authorizations – If a medication was approved through a coverage review in order to be filled under the plan benefit, the resulting authorization will continue to be applied until the end of the existing authorization.

What is different?

ID Cards – Allegiance Benefit Plan Management, Inc. will issue new ID Cards prior to the upgrade. New ID Cards will be effective September 1, 2020.

Refill management logic – The claim system includes edits in order to ensure you have an adequate amount of time to refill their prescriptions while preventing unnecessary stockpiling of medication. While we will allow plenty of time for you to obtain refills (15 days for retail pharmacies), the new logic will look back 180 days to determine the quantity that you may have on hand and more accurately enforce refill-too-soon restrictions.

HOME DELIVERY

Express Scripts Pharmacy, one of the country's largest home delivery pharmacies, is handling fulfillment for home delivery, and after September 1, will also be handling ordering. You will see additional changes and improvements after September 1, 2020.

What stays the same?

Transfer of open refills – An open refill is an active prescription with remaining refills. Any refills that remain will automatically be transferred, so that you can refill prescriptions online or by phone. You will also be able to

request a renewal for most (non-narcotic) medications. New prescription numbers will be generated upon transfer but will not interrupt medication refills.

Prior authorizations – If a medication was approved through a coverage review in order to be filled under the plan benefit, the resulting authorization will continue to be applied upon transition until the end of the existing authorization.

Get and compare drug costs – You will continue to be able to use myCigna.com to price a medication and service for lower-cost alternatives (if available).

What is different?

Refill management logic – The claim system includes edits in order to ensure you have an adequate amount of time to refill their prescriptions while preventing unnecessary stockpiling of medication. While we will allow plenty of time to obtain refills (21 days for home delivery), the new logic will look back 180 days to determine the quantity that you may have on hand and more accurately enforce refill-too-soon restrictions.

Payment information – As stated above, as part of the first fill of a prescription after the upgrade, you will need to update payment information online or by phone with a Cigna representative to ensure data security.

Automatic refill transition – The current Cigna Home Delivery Pharmacy's automatic refill program will discontinue concurrent with the upgrade to Cigna's new proprietary claim engine. Anyone who is impacted will be notified approximately 20 days in advance of the upgrade that they will be able to enroll in the new automatic refill program on the new claim engine platform.

Refills on day before upgrade – You may not be able to refill existing Cigna Home Delivery Pharmacy prescriptions on August 31. An alert will display on your myCigna.com home page and be included in a member letter.

Home Delivery Name – In advance of the upgrade to Cigna's new proprietary claim engine, you will receive a communication that Express Scripts Pharmacy is now managing ordering and fulfillment for Cigna Home Delivery Pharmacy. Upon the upgrade, you will see and hear Express Scripts branding on the myCigna.com and via phone calls, emails and texts, when filling prescriptions.

ENHANCEMENTS

Pharmacist consultation and support – Our clinical pharmacist teams will expand to include Therapeutic Resource CentersSM. This service will offer additional support and counseling for any members with key chronic conditions.

Phone support – When you call for information on your home delivery medications will have expanded options in the automated system, including the ability to check benefits and copayments, refills, order status, and payments, and to obtain an Explanation of Benefits. You can use the existing toll-free number – 800.835.3784 – and a Cigna representative will manage your home delivery orders and answer any questions. Additionally, you will have the ability to be contacted by text.

Online support – You can manage home delivery medications on the Express Scripts website via the myCigna app or website. Additional payment plan options will be available, such as online bill pay. Payment plan options will include additional communication features and preferences. You will also have access to home delivery information for dependents in the household who are considered minors. Adult family members will be able to grant access to other adult family members.

DRUG COVERAGE AND FORMULARY

What stays the same?

Drug coverage – The plan benefits as outlined in the Plan Summary documents will continue to be in place.

Formulary updates – Routine formulary change communications will continue to be sent to affected members approximately 90 days in advance.

FREQUENTLY ASKED QUESTIONS

Will my experience at retail pharmacies be affected?

No. You should not see any impact at retail pharmacies in the Cigna pharmacy network.

What changes will I see when filling a prescription by home delivery?

While you will not experience any interruption in your ability to refill current medications, you will be informed that Express Scripts Pharmacy will be handling ordering and fulfillment for Cigna Home Delivery Pharmacy. You will see Express Scripts branding on pharmacy correspondence. You will be asked to update your payment information online or by phone with a Cigna representative for your first fill after the upgrade and (if you choose) enroll in the automatic refill program. You will also have access to enhanced pharmacist consultation and support as well as additional phone, text, and online support features.

Will this affect drug coverage or formulary?

No. Routine formulary updates will continue to be communicated as they are today, approximately 90 days in advance of changes.

