



Express Scripts PharmacySM will be our home delivery pharmacy

Earlier this year, we announced that Express Scripts is now part of Cigna. We are excited to share that along with this combination, **Express Scripts Pharmacy will be Cigna's home delivery pharmacy** when we upgrade clients to our new claim engine in 2020. This means that customers who use Cigna Home Delivery PharmacySM today to fill their maintenance medications will begin to use Express Scripts Pharmacy.

Express Scripts Pharmacy, is one of the country's largest home delivery pharmacies. [Click here](#) to learn more about the value Express Scripts Pharmacy will bring to you and your covered members.

Details about the move to Express Scripts Pharmacy

Ensuring a smooth and easy transition for our customers and clients is our first priority. We are taking a thoughtful approach to moving prescriptions from Cigna Home Delivery Pharmacy over to Express Scripts Pharmacy.

- › **Starting January 2020**, an Express Scripts Pharmacy facility will dispense prescriptions and ship to customers on behalf of Cigna Home Delivery Pharmacy. At this time, Cigna Home Delivery Pharmacy will continue to be the pharmacy of record, processing prescriptions so customers will not see Express Scripts on bottles or transactional communications. In some instances, the shape, size and/or color of their medication, as well as the shipping package, may look different.
 - About 30 days before the effective date, customers will receive a letter notifying them that their medication may look different but that in every other way their experience with Cigna Home Delivery Pharmacy is the same. [Click here](#) to see a sample letter. Starting in fall 2019, we will also include a notice in customers' home delivery orders.

- › **Once we upgrade clients to the new claims engine**, Express Scripts Pharmacy will become our full service home delivery pharmacy of record and will process prescriptions for Cigna customers. At that time customers will begin to see Express Scripts branding on their home delivery prescription bottles and other transactional correspondence.
 - About 30 days before the effective date for each client, customers filling a prescription at Cigna Home Delivery Pharmacy will receive a letter notifying them of this change. [Click here](#) to see a sample letter.
 - Note: Some customers will receive one combined letter about the changes depending on when their plan sponsor's upgrade is scheduled.

- › Additional information about the customer's experience once they move to Express Scripts Pharmacy:
 - Customers will **continue to call the same home delivery phone number** and will continue to speak with **Cigna Customer Service Advocates**.
 - Customers will **continue to use the myCigna[®] app or website** to manage their prescriptions online. We will automatically connect them from myCigna to their new online Express Scripts account portal.
 - Customers will have to **provide their payment and shipping information** directly to Express Scripts Pharmacy. They can do this online or over the phone.
 - Enrollment in the Express Scripts Pharmacy auto fill program is available.
 - We are reaching out to network providers to inform them of this change.

As we combine our expertise, we will continue to offer dedicated service to our clients and holistic clinical care to our customers. We will strengthen our integrated model, which offers full coordination of care across medical, pharmacy and behavioral health. We look forward to sharing more enhancements with you over the next several months.

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