

Get Ready For Your New Pharmacy Plan.

5 steps to take before your new benefits starts.

Here are a few quick tips to help you get started with your Cigna Healthcare® pharmacy plan.

1. Refill your prescriptions before your current plan ends.

This will help make sure you have enough medication at home while you're getting started with your new Cigna Healthcare plan.

2. Set up your myCigna.com® account and download the myCigna® app.¹

You'll use myCigna® to manage your new plan. Even though your plan hasn't started yet, you can still use some features now.

- Print or view your ID card.
- See which medications your plan covers.
- Use the Price a Medication tool to see how much your medication costs and what lower-cost options may be available.²
- Find an in-network pharmacy.
- Manage your home delivery orders.
- See your pharmacy claims and coverage info.

3. Get to know your new drug list.

Before your plan starts, go to Cigna.com/druglist. You can see how your medication is covered – like what tier it's on and if it needs approval before it can covered.

- In the blue box, click on "You can also view the Cigna Healthcare drug lists available 1/1/2026."
- Click the "Select drug list" button.
- Choose your drug list from the dropdown menu.

Once your plan starts, log in to the myCigna app or myCigna.com. Click on the Prescriptions tab and choose Price a Medication from the dropdown.



Scan this QR code to make a myCigna account.

If your medication needs approval (prior authorization), call your doctor's office.

1. Have your new Cigna Healthcare ID card with you when you call.
 - Your doctor's office will need info that's on it.
 - Download your card from myCigna before your plan starts.
2. Let them know you'll have a new pharmacy plan – and that your medication needs to be approved.
3. Ask your doctor's office to contact us to start the coverage review process.
 - They know how this works and will take care of everything for you.
 - If they ask, they can download a request form from our provider portal at cignaforhcp.com.

4. See if your pharmacy is in-network.

Your network has thousands of pharmacies in it. Before your plan starts, go to CignaHealthcare.com to see your options.

- Click on “Find a Doctor.” Then click on “Employer or School.”
- Type in your address or zip code and click on “Health Facilities and Group Practices.”
- Choose “pharmacy” from the drop-down or type it into the search bar.

Once your plan starts, log in to the myCigna app or myCigna.com. Click on the Prescriptions tab and choose Price a Medication from the dropdown.

5. Skip the pharmacy line with home delivery.³

Home delivery with Express Scripts® Pharmacy is a simple and safe way to get the medications you take on a regular basis. You can:

- Order, manage, track and pay for your medication on your phone or online.
- Get standard shipping at no extra cost.⁴
- Fill up to a 90-day supply at one time.
- Talk with a pharmacist, 24/7.
- Sign up for automatic refills or refill reminders.⁵
- Use a payment plan (if you need it).



We're here if you need us

Customer Service

- **Online chat** | myCigna.com
M-F | 9:00 am-8:00 pm EST
- **By phone** | 24/7
1 (800) Cigna24 or 1 (800) 244-6224

Express Scripts Pharmacy

- **1 (800) 835-3784** | 24/7
- Cigna.com/homedelivery



1. App/online store terms and mobile phone carrier/data charges apply. Customers under age 13 (and/or their parent/guardian) will not be able to register at myCigna.com.
2. Prices shown on myCigna are not guaranteed and coverage is subject to your plan terms and conditions. Visit myCigna for more information.
3. Cigna Healthcare, Evernorth Health Services and Express Scripts are all part of The Cigna Group. This means we have an ownership interest in Express Scripts Pharmacy's home delivery services. However, you have the right to fill prescriptions at any pharmacy in your plan's network (as your plan allows).
4. Your plan pays the cost for standard shipping.
5. Express Scripts Pharmacy can automatically refill certain medications. To get text messages, you'll have to sign up for the Express Scripts texting service. Standard text messaging rates apply.

Para obtener ayuda en español llame al número en su tarjeta de Cigna Healthcare.

Health benefit plans vary, but in general to be eligible for coverage a drug must be approved by the Food and Drug Administration (FDA), prescribed by a health care professional, purchased from a licensed pharmacy and medically necessary. If your plan provides coverage for certain prescription drugs with no cost-share, you may be required to use an in-network pharmacy to fill the prescription. If you use a pharmacy that does not participate in your plan's network, your prescription may not be covered, or reimbursement may be limited by your plan's copayment, coinsurance or deductible requirements. Refer to your plan documents for costs and complete details of your plan's prescription drug coverage.

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