

Using home delivery.

Your questions, answered.



Here's what you need to know about home delivery from Express Scripts® Pharmacy.¹

Q. What's a home delivery pharmacy?

A. A home delivery, or “mail order,” pharmacy is a state-licensed pharmacy that fills and ships medications to your home. They offer more care and support than you'd typically get from a retail pharmacy.

Q. Why should I use Express Scripts Pharmacy?

A. It's a simple, safe way to get your medication refills. With home delivery, you can:

- Order, track, and pay for your medication on your phone or online
- Get standard shipping at no extra cost²
- Get up to a 90-day supply at one time
- Talk with a pharmacist 24/7
- Sign up for automatic refills or refill reminders³
- Use a payment plan if you need one

Q. What type of medications can Express Scripts Pharmacy fill?

A. They fill 90-day prescriptions for maintenance medications. These are medications you take regularly for an ongoing health condition like asthma, diabetes, high blood pressure, or high cholesterol.

Q. Is there an extra cost to use Express Scripts Pharmacy?

A. No. It's included in your plan's pharmacy benefits.

Q. My medication doesn't come in a 90-day supply. Can I still use Express Scripts Pharmacy?

A. Yes. Not all medications come in a 90-day supply. For example, oral contraceptives come in a 3-pack, which equals an 84-day supply. Even though it's not a full 90-day supply, it's still considered a 90-day prescription.

Q. Can I fill 30-day prescriptions through home delivery?

A. No. You can fill 90-day (or 3-month) prescriptions for maintenance medications through home delivery.

Q. How do I get started using home delivery?

A. There are two ways to get started:

- Online.** Log in to the myCigna® app⁴ or **myCigna.com**® and select Prescriptions. Choose My Medications from the dropdown menu. Then click the button next to your medication name to move your prescription to home delivery.



2. **By phone.** You can either:

- Call your doctor's office and ask them to send a 90-day prescription (with refills) to Express Scripts Pharmacy home delivery.
- Call Express Scripts Pharmacy at **800.835.3784**. They'll contact your doctor's office to get your prescription. Have your ID card, doctor's contact information, and medication name(s) ready when you call.

Q. Can Express Scripts Pharmacy get my prescription from my current pharmacy?

A. Yes. Call Express Scripts Pharmacy at **800.835.3784** and ask them to transfer your prescription. Have your ID card, doctor's contact information, and medication name(s) ready when you call.

Q. How can my doctor's office send a new prescription to Express Scripts Pharmacy?

A. There are two ways:

1. **Electronically (e-prescribe):** Ask your doctor's office to send your prescription to Express Scripts Pharmacy home delivery (NCPDP 2623735).
2. **By fax:** Have your doctor's office call **888.327.9791** to request a Fax Order Form.

Q. What happens when I'm out of refills?

A. Express Scripts Pharmacy will send you an email or text. If you're signed up for automatic refills, you can ask your doctor for a new prescription right from the email.

Q. Can I refill my prescriptions online?

A. Yes. Log in to the myCigna app or **myCigna.com** to refill your prescription.

Q. How do I refill my prescription?

A. There are two ways:

1. **Online:** Log in to the myCigna app or **myCigna.com** and select Prescriptions. Choose My Medications from the dropdown menu. Then click the button next to your medication name to refill it.

2. **By phone:** Call Express Scripts Pharmacy at **800.835.3784** to place your order.

Q. Can Express Scripts Pharmacy automatically refill my prescriptions?

A. Yes. Some medications can be refilled automatically. To sign up, log in to the myCigna app or **myCigna.com**, or call **800.835.3784**. You'll get an email before your refill is sent, so you can update your order before it ships.

Q. Can I manage my medications online?

A. Yes. Log in to the myCigna app or **myCigna.com** and select Prescriptions. Choose My Medications from the dropdown menu. You can update your payment and shipping details, add allergies or health conditions, sign up for automatic refills or reminders, order refills, track shipments, and pay bills.

Q. After I place an order, how long will it take for me to get it?

A. For new or transferred prescriptions, it usually takes 7–10 days to get your medication. Refills often arrive sooner. If the pharmacy needs anything else from you or your doctor, it can take a little longer. You can log in to the myCigna app or **myCigna.com** anytime to check your order. To help make sure you don't miss a dose, try to have about a 30-day supply at home when you place your order.

Q. Can I check the status of my home delivery prescription orders online?

A. Yes. You can check your order anytime. Log in to the myCigna app or **myCigna.com** and select Prescriptions. Choose My Medications from the dropdown menu.

Q. Is it safe to have my medication sent through the mail?

A. Yes. Millions of people get their medications delivered every day. Express Scripts Pharmacy ships your medication in packaging that keeps it private and protected — even in bad weather. If your medication needs to stay cold, they'll ship it, at no extra cost, in packaging that keeps it cool.

Q. Are the medications Express Scripts Pharmacy fills the same quality as what I'd get at a retail pharmacy?

A. Yes. All medications are approved by the U.S. Food and Drug Administration (FDA). If your medication looks different, it may be from a different manufacturer than your retail pharmacy uses. If you have questions, call Express Scripts Pharmacy. A pharmacist can review your medication with you.

Q. How can I be sure that Express Scripts Pharmacy will fill my prescriptions correctly?

A. Licensed pharmacists fill every prescription. They follow the same state and federal rules as retail pharmacies.

Q. Before filling my prescriptions, will Express Scripts Pharmacy check to see if my medications interact with each other?

A. Yes. To use home delivery, you'll need to share any allergies or health conditions you have. Pharmacists review this information before filling your order. If they see something that could be a problem, they'll reach out to your doctor to find a safer option.

Q. Where can Express Scripts Pharmacy ship to?

A. They can ship your order to your home or another address in the U.S., Puerto Rico, or the Virgin Islands.

Q. How much does shipping cost?

A. There's no extra cost for standard shipping. You can also choose next-day or two-day shipping for an extra fee, when available.

Q. Can Express Scripts Pharmacy ship my medication overnight?

A. Yes. Next-day and two-day shipping are available for an extra fee. There's no extra cost for standard shipping.

Q. My medication has to be kept cold. Can Express Scripts Pharmacy make sure I get it at the right temperature?

A. Yes. Your medication is packed to stay cold. Before they ship your order, they look at the weather forecast and how long it will take to get to you. If needed, they'll use faster delivery, at no extra cost, and add extra cooling to keep it at the right temperature.

Q. What are my payment options?

A. You can pay by debit or credit card, from your checking account, or through a Flexible Spending Account (FSA). You can also set up automatic payments and update your payment information online.

Q. Can I pay my bill online?

A. Yes. Log in to the myCigna app or **myCigna.com** and select Prescriptions. Then choose My Medications to pay your bill.

Q. Can I use a manufacturer coupon to help pay for my medication?

A. No. Express Scripts Pharmacy doesn't accept manufacturer coupons or discount cards.

Q. Does Express Scripts Pharmacy offer payment options?

A. Yes. You can use the Extended Payment Plan (EPP). This lets you split your bill into three equal monthly payments with no interest or fees. For example, if your bill is \$90, you'll pay \$30 each month for three months. You'll pay the first part when you place your order.

- Sign up with a credit or debit card. It will be charged automatically when each payment is due.
- EPP applies to all your home delivery prescriptions.
- If you cancel EPP, you'll need to pay the remaining balance.
- To use EPP, log in to the myCigna app or **myCigna.com** and select Prescriptions. Choose My Medications from the dropdown menu. During checkout, look for the EPP section under Payment Method and select Learn More.

Q. My generic medication only costs me \$6 a month at my local retail pharmacy. How much will it cost me if I use home delivery?

A. Log in to the myCigna app or **myCigna.com** and use the Price a Medication tool to see your cost.⁵

Q. What do I do if I have a question about my medication?

A. Call Express Scripts Pharmacy at **800.835.3784**.



1. Cigna Healthcare, Evernorth Health Services, and Express Scripts Pharmacy are all part of The Cigna Group. This means we have an ownership interest in Express Scripts Pharmacy's home delivery services — but you have the right to fill prescriptions at any pharmacy in your network (as your plan allows). Log in to the myCigna app or myCigna.com to see all of your in-network options.

2. Your plan pays the cost for standard shipping.

3. Express Scripts Pharmacy can automatically refill certain medications. Log in to the myCigna app or myCigna.com, or call 800.835.3784, to sign up. 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 the Express Scripts texting service. You can do this online or when you call 800.835.3784 to refill your prescription. Once you sign up, just reply to their welcome text to get started. Standard text messaging rates apply.

4. App/online store terms and mobile phone carrier/data charges apply.

5. 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 Healthcare.

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