

Cigna HOME DELIVERY PHARMACY



How to place an order

Phone:

1. Have your medication, doctor's name and your credit card information ready.
2. Call **1.800.285.4812**.
3. We'll request a prescription from your doctor for a 90-day supply with refills.

Mail:

1. Request a prescription from your doctor for a 90-day supply of your medication with refills.
2. Download an order form from the pharmacy section on **myCigna.com**.
3. Mail the completed order form, prescription and payment to the address listed on the order form.

How and when can I order a refill?

Call **1.800.835.3784**, Press option one to place a new order or a refill or visit **myCigna.com** to refill online. Refills can be made after the "refill after" date, which can be found on the corner of the prescription bottles or ask one of our customer service representatives to enroll you in QuickFill.

What is QuickFill?

QuickFill is a free refill reminder service from Cigna Home Delivery PharmacySM that lets you know, via email or phone, when your prescription is about to run out – and lets you fill it at the same time. All you have to do is enroll. Create a custom PIN and the next time you need to refill your medication, QuickFill will remember your RX numbers. Call **1.877.259.8467** to enroll.

What happens when there are no more refills on a script?

You will receive an automated phone call letting you know that you need to obtain a new prescription from your doctor. If you call our customer service team at **1.800.835.3784**, we will reach out to your doctor for a new prescription for you.

What is considered a "specialty drug"?

Specialty medications are used to treat rare and chronic diseases like multiple sclerosis, hepatitis C and rheumatoid arthritis. Although some are oral medications, the majority of specialty drugs are injected and require close supervision and monitoring of therapy for safety and effectiveness. Cigna Specialty Pharmacy Services is dedicated to addressing all of your specialty medication needs. Call **1.800.351.3606** to switch your specialty medications.

How long will it take for me to receive my new prescription? Refill? Renewal?

Once we receive the prescription from your doctor, our team of expert pharmacists will fill your prescriptions and ship them right to your mailbox in about five to seven business days. You can expect to receive your refills in two to three days. For renewals we will have to reach out to your doctor for a new prescription and the process can take from five to seven business days.

GO YOUSM



Offered by: Connecticut General Life Insurance Company or Cigna Health and Life Insurance Company.

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