Welcome! Cigna will soon be managing your pharmacy benefits. Please read this letter to learn about your new plan.

Starting January 1, 2023, Cigna will manage Piedmont Healthcare's pharmacy benefits. We look forward to helping you with your health and prescription medication needs. We want to share some important coverage information so you'll be ready when your new plan starts. If you have any questions after reading this letter, please call us. We're here to help.

Refill your prescriptions before January 1st (if you can).

By the end of the year, you're likely paying less out-of-pocket for your medications. Also, refilling now helps make sure you have enough medication on-hand as you go into your new plan year.

Your new ID card is on the way. Be sure to check your mailbox.

On January 1st, please replace your current ID card with your new Cigna ID card. Be sure to use your new Cigna ID card every time you fill a prescription.

Use the myCigna® App and myCigna.com®. It's 24/7 access to your coverage info.

As of January 1st, you can create an account on **myCigna.com**[1] and/or download the **myCigna** mobile App.[2]

- Manage, track, order, and pay for your home delivery prescription orders online.
- See which medications your plan covers.
- Use the Price a Medication tool to find out how much your medication costs, and view lower-cost alternatives (if available).[3]
- Access your Cigna ID card and/or download and print a temporary card.
- Find an in-network pharmacy.
- See your pharmacy claims and coverage details.

Your new drug list is called the Cigna Standard 4-Tier Prescription Drug List.

Covered medications are divided into tiers or cost-share levels. Typically, the higher the tier, the more you'll pay out-of-pocket to fill the medication.

- **Tier 1 ($)** – Typically generics *(lowest-cost medications)*
- **Tier 2 ($$)** – Typically preferred brands *(medium-cost medications)*
- **Tier 3 ($$$)** – Typically non-preferred brands *(higher-cost medications)*
- **Tier 4 ($$$$)** – Specialty *(highest-cost medications)*

Go online to see how your new plan covers your medications:

- **Before January 1st:** Go to **Cigna.com/PDL.** Scroll down until you see a pdf of the Cigna Standard 4-Tier Prescription Drug List (all specialty medications covered on Tier 4).
- **Starting January 1st:** Log in to the **myCigna** App or **myCigna.com**. Click on the "Find Care & Costs" tab and select "Price a Medication."

Some medications on Cigna's drug list have extra coverage requirements.

This helps to make sure you're getting coverage for the right medication, at the right cost, in the right amount, and for the right situation.

- **Prior Authorization.** Certain medications need approval from Cigna before your plan will cover them.
- **Quantity Limits.** For some medications, your plan only covers up to a certain amount over

a certain length of time. For example, 30 mg a day for 30 days.

- **Step Therapy.** Certain high-cost medications are part of the Step Therapy program. Your plan doesn't cover these medications until you try one or more generic and/or preferred brand medications first (unless you get prior approval from Cigna).[4]

Save money by choosing a generic.

Under your plan, you'll pay more if you choose to fill a brand-name medication that has a generic equivalent available – even if your doctor wants you to fill the brand-name medication. You'll pay your plan's brand copay or coinsurance plus the difference in cost between the brand-name and the generic medication.[5] Talk with your doctor about using a generic. It has the same strength and active ingredients and work in the same way as the brand-name medication – but costs up to 85% less.[6]

Make life easier. Fill your maintenance medication in a 90-day supply.

Your plan includes a program called Cigna 90 Now℠, which makes it easier for you to fill the medication you take on a regular basis to treat an ongoing health condition.

- **If you choose to fill a 30-day supply**, you can use any retail pharmacy in your plan's network. You have the option of switching to a 90-day supply at any time.
- **If you choose to fill a 90-day (or 3-month) supply**,[7] you can use select in-network retail pharmacies that are approved to fill 90-day prescriptions. **Your 90-day copay (at retail) is 2x your 30-day copay.**

  If it's more convenient, you can use Express Scripts® Pharmacy, our home delivery pharmacy. **Your 90-day copay (at home delivery) is 2.5x your 30-day copay.**

  With a 90-day supply, you'll make fewer trips to the pharmacy for refills. And you're more likely to stay healthy because with a larger amount on-hand, you're less likely to miss a dose.[8]

There are thousands of retail pharmacies in your new network.

Your plan's network includes local pharmacies, grocery stores, retail chains and wholesale warehouse stores – all places where you may already shop.

- All retail pharmacies in your plan's network can fill 30-day prescriptions, and select pharmacies can fill 90-day prescriptions.
- Starting January 1st, log in to the **myCigna** App or **myCigna.com** and click on "Find Care & Costs" to find a pharmacy near you.

Consider using Express Scripts® Pharmacy, our home delivery pharmacy.

Home delivery is a convenient option when you're taking a medication on a regular basis. It's simple and safe – and saves you trips to the pharmacy. To learn more, go to **Cigna.com/homedelivery**.

- **Easily order, manage, track, and pay for your medications** on your phone or online.
- Standard shipping at **no extra** cost.[9]
- Fill up to a **90-day supply** at one time.
- **Helpful pharmacists** available 24/7.
- **Automatic refills** or refill reminders so you don't miss a dose.
- **Flexible** payment options.

If you're currently using home delivery, we'll have those prescription(s) moved to Express Scripts® Pharmacy. Please call **800.835.3784** to get started using home delivery. Have your Cigna ID card, doctor's contact information and medication name(s) with you when you call.

If you're not currently using home delivery, here are three ways to get started:

1. **Starting January 1st, log in to the myCigna App or myCigna.com to move your prescription electronically.** Click on the Prescriptions tab and select My Medications from the dropdown menu. Then click the button next to your medication name to move your prescription(s). Or,
2. **Call your doctor's office.** Ask them to send a 90-day prescription (with refills) electronically to Express Scripts Home Delivery. Or,

3. **Call Express Scripts® Pharmacy at 800.835.3784.** They'll contact your doctor's office to help transfer your prescription. Have your Cigna ID card, doctor's contact information and medication name(s) ready when you call.

Certain specialty medications have to be filled through your in-house specialty pharmacy and/or Accredo.

If you're taking a specialty medication that has to be filled through your in-house specialty pharmacy or through Accredo®, a Cigna specialty pharmacy, we'll send you a letter with specific information on next steps.

Here's some information about Accredo:

Accredo's team of specialty-trained pharmacists and nurses will fill and ship your medication to your home (or location of your choice).[10] They'll also provide you with the personalized care and support you need to manage your therapy – at no extra cost. Here are some of the services they provide:

- **Easily order, manage, and track** your medications on your phone or online.[11]
- Fast shipping, at **no extra cost**.
- **Easy refills and free reminders**. Refill certain prescriptions **by text**.[12]
- **24/7 access to specialty-trained pharmacists and nurses** experienced in complex conditions.
- **Personalized** care services.
- **Help with applying for third-party copay assistance** programs and other options.

To learn more about Accredo, go to **Cigna.com/specialty**.

Our pharmacists can help you stay on track with your medications.

Taking your medication regularly is important to your overall health. As part of your Cigna plan, you have access to licensed, specially trained pharmacists from Express Scripts. They can help you keep up with your medication routine, even if you don't use our home delivery pharmacy.

- Get tips to help you **remember to take your medication**.
- See how you can **make refills easier**.
- Learn ways to **save money** on your medication.
- Better understand **how your medication works**.
- Learn how to **work through side effects**.

To talk with a pharmacist, call Cigna customer service at **800.Cigna24 (800.244.6224)** or the number on your ID card. We'll connect you with a pharmacist who can answer your medication questions. *It's important to know that you don't have to use our home delivery pharmacy to talk with a pharmacist.* They're available to you – at no extra cost – through your plan.



Pre-enrollment website:
mypiedmontbenefits.com

Express Scripts® Pharmacy – 800.835.3784

Accredo – 877.826.7657
M-F 7:00 am–10:00 pm CST
Sat 7:00 am–4:00 pm CST

Talk with a pharmacist – 800.Cigna24 (800.244.6224) or the number on your Cigna ID card

We're here if you need us.

Please call us at **877.601.3835** if you have questions. We're here 24/7/365. Starting January 1st, you can also chat with us online on **myCigna.com**, Monday-Friday, 9:00 am-8:00 pm EST.

Sincerely,
Cigna Pharmacy Management®

1. Customers under age 13 (and/or their parent/guardian) will not be able to register at myCigna.com.
2. The downloading and use of the myCigna App is subject to the terms and conditions of the App and the online stores from which it is downloaded. Standard mobile phone carrier and data usage charges apply. Actual App features available may vary depending on your plan and individual security profile.
3. Prices shown on myCigna are not guaranteed and coverage is subject to your plan terms and conditions. Visit myCigna for more information.
4. If your doctor feels a covered alternative isn't right for you, he or she can ask Cigna to consider approving coverage of your current medication.
5. Check your plan materials. If your plan includes a deductible or out-of-pocket maximum, only the brand medication cost or brand copay will apply to your deductible and out-of-pocket maximum. The difference in cost between the brand-name and generic will not apply. However, if your doctor writes "Dispense as Written" on your prescription and he/she requests that the pharmacist fill the brand-name medication (not the available generic equivalent), you'll only pay your brand-name cost-share.
6. U.S. Food and Drug Administration (FDA) website, "Generic Drugs: Questions and Answers." Last updated 03/16/21. https://www.fda.gov/drugs/questions-answers/generic-drugs-questions-answers.
7. You may be taking a medication that isn't actually available in a 90-day supply. Certain medications may only be packaged in lesser amounts. For example, three packages of oral contraceptives equal an 84-day supply. Even though it's not a "90-day supply," it's still considered a 90-day prescription.
8. Internal Cigna analysis performed Jan 2019, utilizing 2018 Cigna national book of business average medication adherence (customer adherent > 80% PDC), 90-day supply vs. those who received a 30-day supply taking antidiabetics, RAS antagonist and statins.
9. Standard shipping costs are included as part of your prescription plan.
10. As allowable by law. For medications administered by a health care provider, Accredo will ship the medication directly to your doctor's office.
11. You'll see your first order in the myCigna App or website once Accredo ships it.
12. The ability to refill prescriptions by text is only available for certain medications. To get text messages, you'll have to sign up for Accredo's texting service. You can do this when you call Accredo to refill your prescription. Once you sign up, simply reply to their welcome text to get started. Standard text messaging rates apply.

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

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