



Together, all the way.®

## OUR COMBINATION WITH EXPRESS SCRIPTS<sup>SM</sup>

### Cigna Pharmacy Management<sup>®</sup>

Cigna and Express Scripts are accelerating a new, more sustainable model of health care as a global total health and well-being company.

Significant milestones in our combination include:

- US pharmacy platform upgrade
- New ID cards
- Drug Formulary
- Home Delivery

Please note: these changes have no impact to prescriptions outside of the U.S. for current members.

For Cigna pharmacy clients and customers, these changes will occur on **January 1, 2021** with a systematic approach, which includes extensive testing and a thorough and continuous quality review. Rest assured, there's no action you need to take to facilitate these changes. In addition, pharmacy benefit access and numbers will remain the same.

#### **U.S. Pharmacy Claim Processing Platform Upgrade**

Our combination will upgrade our U.S. pharmacy claim processing platform – moving away from our current platform to our proprietary Express Scripts claim engine. Please note: this change has no impact to our claim processing platform for prescriptions outside of the U.S.

#### **New ID cards from January 1, 2021**

As part of this upgrade, Cigna customers will be asked to use their new ID card, with new RxPCN and RxGrp numbers, starting **January 1, 2021**.

A few important points to highlight:

- New ID cards need to be presented at the U.S. pharmacy counter when filling a prescription for customers to use their benefits.
- New ID cards have the necessary information required to process a pharmacy claim, such as RXBin, RxPCN and RxGrp numbers.
- Pharmacists will need to use the RxBIN, RxPCN, and RxGrp number to access benefits. We have let our retail network pharmacies know that all three elements need to be used.
- Customers can request a copy of their ID card anytime by getting in touch with customer service.

### **Formulary implementation details**

In an effort towards greater simplicity in pharmacy products and benefit designs, we will be implementing the Cigna Legacy 3 Tier formulary. A formulary is a prescription drug list. Cigna's Prescription Drug List is an extensive listing of generic and brand-name prescription medications. These are covered under the medical plan— subject to the plan's deductible, copay, or coinsurance, if applicable. To help ensure access to coverage for safe, clinically effective and low-cost medications, we regularly review and update Cigna's Prescription Drug List. The formulary splits medications into three tiers.

- Tier 1 – Generic medications
- Tier 2 – Preferred-brand medications
- Tier 3 – Non-preferred brand medications

To view which tier a medication falls under you can view Cigna's drug list on [Cigna.com/druglist](https://www.cigna.com/druglist). Select "Legacy 3 Tier" from the drug list drop-down menu.

### **Express Scripts Home Delivery Pharmacy in the U.S.**

Express Scripts Pharmacy<sup>SM</sup>, will also be our new home delivery pharmacy in the U.S. starting **January 1, 2021**. Please note: this change has no impact to prescriptions outside of the U.S. for current members.

We are taking a thoughtful approach to moving prescriptions from Cigna Home Delivery Pharmacy over to Express Scripts Pharmacy. With the move, 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, customers filling a prescription at Cigna Home Delivery Pharmacy will receive a letter notifying them of this change.

Additional information about the customer's experience:

- Customers will continue to call the same home delivery phone number (in the U.S: 1 800 835 3784, and outside the U.S., 001 605 373 0100) and will continue to speak

with Cigna Customer Service Advocates. For all other questions they can reach our customer service department at the number on their membership card.

- Customers can manage their prescriptions online through their new online Express Scripts account portal on which they will need to make a new account if they want access
- Customers will need 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.

### **Want to learn more?**

We've put together a Client Handbook, which outlines some of the enhancements. Information in the handbook can be used to help answer any member questions that may arise. Members can also contact us using the number on their membership card.

### **Download the Handbook [here](#)**

These enhancements will provide the foundational flexibility to help advance whole person health, and maximize the value of health care services for you and customers.

Customers will receive a similar communication [here](#) on 16th November.

If you have any questions, please reach out to your client manager.

Sincerely,

Cigna

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