



December 12, 2023

PLEASE READ
to learn about your
new network options.

GRAND JUNCTION, CO 81501-6837



Good news! You can now choose your pharmacy network. Please read this letter to learn how to get started.

Hello AMY,

We know that choice and convenience are important - especially when it comes to filling your prescriptions. That's why we're happy to let you know that you (and each of your covered family members) now have the option to choose your pharmacy network for the upcoming plan year.

Here are the two networks you can choose from.

Both networks have over **55,000 pharmacies** in them, including local independent pharmacies, grocery stores, retail chains and wholesale warehouse stores - all places where you may already shop.

Option 1: Network with CVS Pharmacy® In It¹	Option 2: Network with Walgreens® Pharmacy In It¹
<ul style="list-style-type: none">• You can fill 30-day supplies at any in-network retail pharmacy, including CVS.• You can fill 90-day supplies² at <u>select</u> in-network retail pharmacies, including CVS.• Walgreens is <u>not</u> in this network.³ This means your plan may not cover any prescriptions you fill there.⁴	<ul style="list-style-type: none">• You can fill 30-day supplies at any in-network retail pharmacy, including Walgreens.• You can fill 90-day supplies² at <u>select</u> in-network retail pharmacies, including Walgreens.• CVS is <u>not</u> in this network.⁶ This means your plan may not cover any prescriptions you fill there.⁴
<ul style="list-style-type: none">• Both networks include the option to fill 90-day prescriptions through our home delivery pharmacy (if your plan allows).⁵	

To get you started, we've given you the network that has Walgreens in it.⁷ If you want to switch to the network with CVS in it, here's how.⁸

1. **By phone:** Call customer service using the toll-free number on your Cigna HealthcareSM ID card. Let them know you'd like to change your pharmacy network so that CVS is in it for the upcoming plan year.

2. Online: Starting January 1, 2024, log in to the **myCigna® App⁹** or **myCigna.com®**. Click on your profile at the top right of the page. Then, follow the onscreen instructions to change your pharmacy network.

We're here if you need us.

If you have questions, please call the number on your ID card. We're here 24/7/365. If it's easier, you can also chat with us online on the **myCigna** website, Monday-Friday, 9:00 am-8:00 pm EST.

Sincerely,

Cigna Pharmacy Management®

1. There are thousands of pharmacies in this network - including other major retail pharmacy chains (besides CVS or Walgreens), local pharmacies, grocery stores and wholesale warehouse stores. To find an in-network pharmacy, log in to the myCigna App or myCigna.com and click on the Prescriptions tab; then choose Price a Medication from the dropdown menu.
2. **Not all plans offer coverage for 90-day supplies filled at in-network retail pharmacies.** Please check your plan materials to see what your plan allows. Also, some medications aren't available in a 90-day supply and 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.
3. **This includes Walgreens and its affiliate pharmacies. None of these pharmacies are in this network:** Walgreens, Ava Drug, Baxter Drug, Broadwater Drug, Carthage Discount Drug, Center for Living Well Pharmacy, Charley McCool's Prescription, Community, Cox Drug, DFHC Pharmacy, Dominguez, Drug Warehouse, Duane Reade™, Employers Healthcare Center, Ferguson Drug, Forbes Pharmacy, Golden Health Pharmacy, Hapeth Prescription Shoppe, Happy Harry's, Health Care Center Pharmacy, Ken's Discount, Kerr Drug, Linn Drug, Living Well Health & Wellness Center, Mansfield Drug, May's Drug, Med-X, Murphy Drugs & Gifts, Overturf Pharmacy, Parkway Drugs, Pharmacy for Living Well, Pioneer Pharmacy, Seymour Pharmacy, Stanley, Super D Drug, Taylor's Discount Pharmacy, USA Drug and Worksite Pharmacy.
4. Please check your plan materials to learn about your network coverage. **If you don't have out-of-network pharmacy benefits, your plan won't cover the cost of any medications you fill at this pharmacy.** You'll have to switch to an in-network pharmacy for your medication to be covered. If you have out-of-network pharmacy benefits, you can pay cash for your medication and ask your plan to pay you back your out-of-network cost-share. To do this, log in to the myCigna App or myCigna.com and fill out the online reimbursement form or go to the "Forms Center" and print out a Claims Form to mail to Cigna Healthcare.
5. Not all plans offer Express Scripts® Pharmacy and Accredo® as covered pharmacy options. Log in to the myCigna App or myCigna.com, or check your plan materials, to learn more about the pharmacies in your plan's network. Cigna Healthcare maintains an ownership interest in Express Scripts® Pharmacy's home delivery services and Accredo's specialty pharmacy services. However, you have the right to fill prescriptions at any pharmacy in your plan's network. You won't be penalized regardless of where you fill your prescriptions. To find a retail pharmacy in your plan's network, log in to the myCigna App or myCigna.com and use the Price a Medication tool.
6. **This includes CVS and its affiliate pharmacies. None of these pharmacies are in this network:** CVS, Longs Drugs, Navarro Discount Pharmacies, Target and Wellness Works Pharmacy.
7. We looked at the retail pharmacies you've filled prescriptions at to see which pharmacy - CVS or Walgreens - you've used the most. We then gave you the network with that pharmacy in it. If you haven't used CVS or Walgreens to fill a prescription, we put you in the network your plan picked or the one the cardholder (plan's subscriber)'s picked.
8. You (and your covered family members) can only change your network **one time** in a calendar year. Any change you make will take place within 24 hours.
9. 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.