

# EXPRESS SCRIPTS AND ACCREDO ARE NOW CIGNA MEDICARE PHARMACY PARTNERS

What you need to know about changes in prescription drug benefits

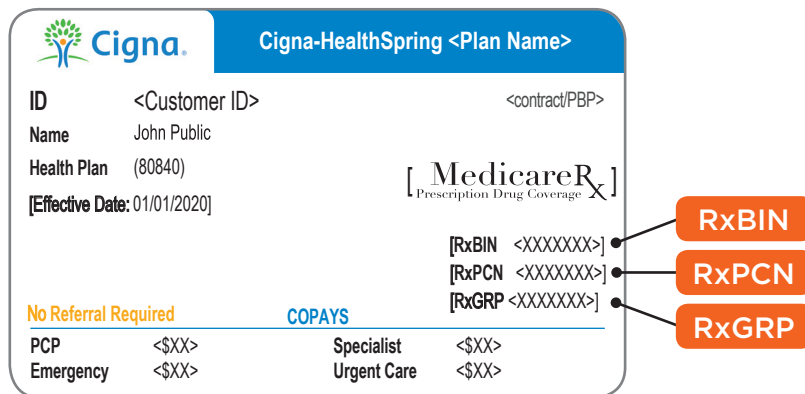
## CIGNA MEDICARE'S PHARMACY BENEFIT MANAGER CHANGES AS OF JANUARY 1, 2020.

### What you should know

- > Cigna Medicare patients will be issued new ID cards with changes to the RxBIN, RxPCN and RxGRP numbers.
- > Questions? Call your local Network Operations representative.

### What patients should know

- > Patients should use their current cards through 2019. On January 1, 2020, patients should use new cards.
- > Questions? Patients should call the customer service number on the back of their new Cigna ID card.



## PRESCRIPTION HOME DELIVERY CHANGES AS OF JANUARY 1, 2020.

- > Express Scripts is Cigna's new preferred mail order pharmacy. Cigna Home Delivery and Postal Prescription Services\* will no longer be in-network.
- > Your patients have been informed of this change and may request a new prescription from you.
- > You may also receive a call from Express Scripts Pharmacy or a new mail order service to transfer a patient's prescription.

### What you should know

- > To transfer or prescribe prescriptions, providers should ePrescribe or call **1-877-860-0982**, option 2, Monday – Friday, 7 a.m. – 11 p.m. (CST).
- > To learn more, visit **Express-Scripts.com**.

### What patients should know

- > To receive prescriptions, patients must register at **Express-Scripts.com** or call **1-877-860-0982 (TTY 711)**, Monday – Friday, 7 a.m. – 11 p.m. (CST).

Together, all the way.®



## PREFERRED SPECIALTY PHARMACY CHANGES AS OF NOVEMBER 8, 2019.

- › Accredo®, part of Express Scripts, is now Cigna's preferred specialty pharmacy. Cigna Specialty Pharmacy no longer fills prescriptions.
- › Your patients have been informed of this change and may request a new prescription from you.
- › You may also receive a call from Accredo or a different specialty pharmacy to transfer a patient's prescription.

### What you should know

- › To review current specialty medication dispensed by Accredo, visit [MedicareProviders.Cigna.com](https://www.MedicareProviders.Cigna.com) > Pharmacy.
- › To submit a referral, visit [Accredo.com](https://www.Accredo.com) > Prescribers > Referral forms. Search for the appropriate referral form by specialty condition and product/therapy name. Download and complete form. Fax to the number listed on form.
- › To transfer or prescribe prescriptions, providers should ePrescribe or call **1-866-759-1557**, Monday – Friday, 8 a.m. – 8 p.m. (ET). Mailing address:  
Accredo Health Group, Inc.  
1640 Century Center Parkway  
Memphis, TN 38134
- › To learn more, call Accredo's Physician Service Center at **1-844-516-3319**, Monday – Friday, 8 a.m. – 8 p.m. (ET).
- › To learn more about customer benefits, call **1-800-668-3813**, Monday – Friday, 8 a.m. – 8 p.m. (ET).

### What patients should know

- › To avoid an interruption in receiving specialty prescriptions, patients must choose a new specialty pharmacy service. Accredo is one of their options.

\*Other pharmacies are available in our network.

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