

# CONVENIENT DELIVERY OF YOUR SPECIALTY MEDICATIONS



## Use Accredo, a Cigna specialty pharmacy.

When it comes to specialty medications, you need a pharmacy that's focused in complex medical conditions like yours. That's why your plan requires you to fill specialty medications through Accredo, a Cigna specialty pharmacy, to receive coverage.

### At Accredo, you're the number one focus.

Accredo will fill and ship your specialty medication to your home (or location of your choice).<sup>1</sup> And their team of specialty-trained pharmacists and nurses will provide you with the personalized care and support you need to manage your therapy – at no extra cost to you.

- › **Personalized care services** including counseling and training on how to administer your medication.
- › **24/7 access to specialty-trained pharmacists and nurses** experienced in complex conditions that require specialty medications.
- › **Fast shipping, at no extra cost** – even for medications that need special handling, like refrigeration.
- › **Easy refills and free reminders** to help make sure you don't miss a dose. You can also refill certain prescriptions by text.<sup>2</sup>
- › **Easily manage your medications and track your orders online** using the **myCigna**® App or website.<sup>3</sup>
- › Help with applying for third-party **copay assistance programs** and other payment options.



### Call Accredo today.

877.826.7657

M-F 7:00 am–10:00 pm CST

Sat 7:00 am–4:00 pm CST

Be sure to call Accredo about two weeks before your next refill so they have time to get a new prescription from your doctor's office.



### Learn more about Accredo.

Go to [Cigna.com/specialty](https://www.cigna.com/specialty). Be sure to check out the video to learn more about the personalized care and support Accredo provides.

Together, all the way.®



## Frequently asked questions about using Accredo.

### **Q: Do I need to fill my specialty medication through Accredo?**

**A:** Yes. Your plan won't cover your medication if you fill it at a retail pharmacy.<sup>1</sup>

### **Q: After I place an order, how long will it take for me to get it?**

**A:** Once Accredo gets your order, you should get it in two to three days. To help make sure you don't miss a dose, please be sure to call Accredo about two weeks before your next refill so they have time to get a new prescription from your doctor's office.

### **Q: Are the medications Accredo fills the same quality as what I'd get at a retail pharmacy?**

**A:** Yes. All medications are approved by the U.S. Food and Drug Administration (FDA). If you have any questions about the medication you get, call Accredo. They're happy to review your medication with you.

### **Q: How safe is it to have Accredo ship my medication?**

**A:** It's very safe to fill your medication through Accredo. Accredo will ship your order by UPS or FedEx. The packaging is designed to protect your privacy and stand up to bad weather. And if your medication needs refrigeration, Accredo provides that, too. They'll ship to your home or workplace – or even to a vacation location – to make sure you get your medication when and where you need it.

### **Q: Where can I have my order shipped?**

**A:** Accredo can ship your order to your home or another address in the U.S., Guam, Puerto Rico, or the U.S. Virgin Islands.

### **Q: How much does shipping cost?**

**A:** There's no extra cost for standard shipping. However, there is an extra cost for rush delivery of your order.

### **Q: What are my payment options?**

**A:** You can pay by debit or credit card (American Express, Diners Club, Discover, MasterCard or Visa), with your checking account, or through a flexible spending account (FSA). You can set up automatic payments and update your payment preferences online.

### **Q: Does Accredo offer payment assistance?**

**A:** Yes. You have access to a dedicated team at Accredo that will help coordinate copay assistance and other options if you need help paying for your medication.

### **Q: Can I manage my specialty medications online?**

**A:** Yes. Here are two easy ways to manage your medications:

#### **1. Log in to the myCigna® App or website.**

Click on the Prescriptions tab and select Manage Prescriptions. We'll automatically connect you to your Accredo online account.

#### **2. Go to Accredo.com.**

If you choose to go directly to Accredo's website, you'll be asked to create an account to get to your dashboard. You'll need an Accredo Rx number to log in. That means you won't be able to do this until you've filled a prescription with Accredo.

### **Q: What do I do if I have a question about my medication?**

**A:** You can talk with an Accredo pharmacist at any time, 24/7. Simply call **877.826.7657**. Accredo pharmacists are trained to provide clinical support for complex conditions that require specialty medications.

### **Q: How can I be sure that Accredo will fill my prescriptions correctly?**

**A:** All prescriptions are filled by licensed pharmacists. They follow the same state and federal legal requirements that retail pharmacists do.

### **Q: Can Accredo help me manage my condition?**

**A:** Yes. They'll help you work through side effects, check in with you and your doctor to see how your therapy's going, help you get your medications approved for coverage, and more. Simply call Accredo at **877.826.7657** to start working with a specialty-trained pharmacist and/or nurse.



1. As allowable by law. For medications administered by a health care provider, Accredo will ship the medication directly to your doctor's office.

2. 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.

3. You'll see your medication listed in the myCigna app or website as soon as Accredo ships it.