

Your pharmacy network options

Choose the network that works best for you.

Where do YOU want to fill prescriptions?

Choice and convenience are important – especially when it comes to filling your prescriptions. To help, you (and each of your covered family members) can now choose the major retail pharmacy chain you want in your network: CVS Pharmacy® or Walgreens® Pharmacy. **To get you started, we've put you in the Walgreens Pharmacy network. You have the option to change your network if you want to.**

Your network options.

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:

No action is needed if you and/or your covered family members choose to stay with the network with Walgreens Pharmacy in it.¹

- You can fill **30-day** supplies at any in-network retail pharmacy, including Walgreens.
- You can fill **90-day** supplies² at select in-network retail pharmacies, including Walgreens.
- **CVS is not in this network.**⁶ This means your plan may not cover any prescriptions you fill there.⁴
- Both networks include the option to fill **90-day prescriptions** through our home delivery pharmacy.⁵

Option 2:

You and/or any of your covered family members can switch to the network with CVS Pharmacy¹ if you choose.

- You can fill **30-day** supplies at any in-network retail pharmacy, including CVS.
- You can fill **90-day** supplies² at select in-network retail pharmacies, including CVS.
- **Walgreens is not in this network.**³ This means your plan may not cover any prescriptions you fill there.⁴

Here are two ways to change your pharmacy network.⁷

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 after your effective date.
2. **Online:** Upon your benefit effective date, log in to the **myCigna® App**⁸ or **myCigna.com®** and go to the profile section. Follow the on-screen instructions to change your pharmacy network.



Frequently Asked Questions (FAQs)

Q. Does my pharmacy network have both CVS and Walgreens in it?

A. No. Your plan offers you the option to choose your pharmacy network — one that has CVS (and its affiliate pharmacies) in it or one that has Walgreens (and its affiliate pharmacies) in it. **There's no network option that includes coverage at both CVS and Walgreens.**

Q. What's an "affiliate pharmacy" and what does this mean for my network options?

A. An "affiliate pharmacy" is typically a smaller pharmacy that's owned by, or financially connected to, another pharmacy (typically a larger pharmacy).

Here's what this means for your network options:

If you choose the network with CVS in it, your medication won't be covered⁴ at Walgreens or any of its affiliate pharmacies. If you choose the network with Walgreens in it, your medication won't be covered⁴ at CVS or any of its affiliate pharmacies. So, if you're using an affiliate pharmacy of CVS or Walgreens, you should think about the network that will work best for you.

Q. How do I know which affiliate pharmacies belong to CVS and Walgreens?

A. CVS' affiliate pharmacies include: Longs Drugs, Navarro Discount Pharmacies, Target® and Wellness Works Pharmacy.

Walgreens' affiliate pharmacies include: 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.

Q. How do I know which pharmacy network I have?

A. Upon your benefit effective date, you can log in to the **myCigna App** or **myCigna.com** and go to the Profile page to see your pharmacy network.

Q. Which pharmacy network did you give me?

A. We put you in the pharmacy network that includes Walgreens Pharmacy and affiliates.

Q. I don't use CVS or Walgreens. How do I know which pharmacy network I have?

A. Cigna Healthcare will send you a letter notifying you and your covered dependents of your designated pharmacy anchor alignment to start. Upon your benefit effective date, you can log in to the **myCigna App** or **myCigna.com** and go to the Profile page to see your pharmacy network. You can also call Cigna Healthcare using the number on the back of your ID card.

Q. I don't use CVS or Walgreens. Can I still use my current pharmacy?

A. Yes, as long as your pharmacy is in your network. Both of your network options have over 55,000 pharmacies* in it, so you have many places to choose from. To learn more about your pharmacy network, log in to the **myCigna App** or **myCigna.com**.

Q. I want to change my pharmacy network. How do I do that?

A. 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. Here are two ways you can change your network:

1. By phone: Call customer service using the toll-free number on your Cigna Healthcare ID card. Let them know you'd like to change your pharmacy network.

2. Online: Upon your benefit effective date, log in to the **myCigna App** or **myCigna.com** and go to the profile section. Follow the on-screen instructions to change your pharmacy network.

Frequently Asked Questions (FAQs) (cont.)

Q. I use CVS, but my son uses Walgreens. Do we have to choose the same pharmacy network?

A. No. You and each of your covered family members have the option to choose the network that includes the major retail pharmacy chain you'd like to use, or use most often. So you can choose the network with CVS in it, and your son can choose the one with Walgreens in it. You can each choose the network that's right for you.

Q. Can I use an out-of-network pharmacy to fill my prescription?

A. To get the most from your plan's coverage, you should use an in-network pharmacy. However, if you choose to use an out-of-network pharmacy, here's what you need to know:

- **If you don't have out-of-network pharmacy benefits**, your plan won't cover the cost of any medications you fill at an out-of-network pharmacy. You can pay the pharmacy's retail cash price for your medication out-of-pocket, directly to the pharmacy. The cost can't be applied to your annual deductible or out-of-pocket maximum.
- **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.



*As of April 2023. Subject to change.

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. 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 home delivery as a covered pharmacy option. 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.
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. 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.
8. 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**.

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

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