

# Retail Pharmacy Directory.

Cigna 90 Now program –  
Network that has CVS Pharmacy in it.

There are thousands of retail pharmacies in your network. They include national retail chains, local independent pharmacies, grocery stores and wholesale warehouse stores – all places where you may already shop. This is not a full list of in-network pharmacies.<sup>1</sup> You can log in to the **myCigna® App**<sup>2</sup> or **myCigna.com**<sup>®</sup> to find more. Or, go to **Cigna.com**<sup>®</sup> and click on “Find a Doctor” to search for pharmacies.

## About this network.

- Includes **CVS Pharmacy**<sup>®</sup> (and its affiliate pharmacies).
- **Does not include Walgreens**<sup>®</sup> **Pharmacy** (and its affiliate pharmacies).
- Every pharmacy in this network can fill **30-day** prescriptions.
- A select number of pharmacies in this network can fill **90-day** (or 3-month) prescriptions<sup>3</sup>, including CVS.
- You have the option to fill:

**90-day prescriptions for maintenance medications** through Express Scripts<sup>®</sup> Pharmacy, your home delivery pharmacy.<sup>4</sup>

**Specialty medications** through Accredo<sup>®</sup>, your specialty pharmacy.<sup>4</sup>



**Rather have Walgreens in your network? Here's how to make the change.**<sup>5</sup>

1. **By phone:** Call customer service using the toll-free number on your Cigna Healthcare<sup>SM</sup> ID card. Let them know you'd like to change your pharmacy network.
2. **Online:** When your new plan year starts, log in to the **myCigna App** or **myCigna.com**. Go to the profile page and follow the on-screen instructions.

## Retail pharmacy directory – Cigna 90 Now<sup>SM</sup> program

Pharmacies with a green 90 next to them are approved to fill both 90-day and 30-day prescriptions. Pharmacies that don't have anything next to them are only approved to fill up to a 30-day supply. **Walgreens (and its affiliate pharmacies) is not in this network.**

### A

ACME<sup>®</sup> Pharmacy | 90

Aurora Pharmacy

### B

Bartell Drugs<sup>®</sup>

Big Y<sup>®</sup> Pharmacy | 90

Brookshire Brothers Pharmacy | 90

### C

Costco<sup>®</sup> Pharmacy

Cub<sup>®</sup> Pharmacy

CVS Pharmacy<sup>®</sup> | 90  
(includes Target<sup>®</sup>)

### D

Discount Drug | 90

### F

Food City Pharmacy

### G

Giant<sup>®</sup> Pharmacy

Giant Eagle<sup>®</sup> Pharmacy

### H

Hannaford<sup>®</sup> Food and Drug

H-E-B Pharmacy

Hy-Vee<sup>®</sup> Pharmacy | 90

### I

Ingles Pharmacy

### K

Kinney Drugs<sup>®</sup>

KMart Pharmacy

### L

Longs Drugs

### M

Marc's<sup>®</sup> Pharmacy | 90

Meijer Pharmacy

### N

Navarro Discount Pharmacies

### O

Omicare Pharmacy

Osco<sup>®</sup> Drug | 90

Osco<sup>®</sup> Pharmacy | 90

### P

PharMerica<sup>®</sup>

Price Chopper<sup>®</sup> Pharmacy | 90

Publix<sup>®</sup> Pharmacy | 90

### R

Rite Aid<sup>®</sup> Pharmacy

### S

Safeway<sup>®</sup> Pharmacy | 90

Savon Drugs | 90

ShopRite<sup>®</sup> Pharmacy

Stop & Shop<sup>®</sup> Pharmacy

### T

Tom Thumb<sup>®</sup> Pharmacy | 90

Tops<sup>®</sup> Pharmacy

### V

Vons<sup>®</sup> Pharmacy | 90

### W

Walmart<sup>®</sup> Pharmacy | 90

Wegmans<sup>®</sup> Food Market Inc.

Weis Pharmacy | 90

Winn-Dixie<sup>®</sup> Pharmacy | 90

### Important reminder about 90-day prescriptions.

All 90-day (or 3-month) prescriptions<sup>3</sup> must be filled at a retail pharmacy approved to fill that amount, or through Express Scripts<sup>®</sup> Pharmacy, your home delivery pharmacy.<sup>4</sup>

## Frequently Asked Questions (FAQs)

### **Q. Where can I fill a 30-day prescription?**

**A.** You can use any retail pharmacy in your plan's network to fill a 30-day prescription.

### **Q. Where can I fill a 90-day prescription?**

**A.** A select number of retail pharmacies can fill 90-day (or 3-month) prescriptions.<sup>3</sup> If your plan allows, you can also use Express Scripts® Pharmacy, your home delivery pharmacy, to fill a 90-day prescription.<sup>4</sup>

### **Q. What is the Cigna 90 Now program?**

**A.** It gives you more choice in where you can fill 90-day (or 3-month) prescriptions<sup>3</sup> for maintenance medications — at select in-network retail pharmacies or through Express Scripts® Pharmacy.<sup>4</sup>

### **Q. What are maintenance medications?**

**A.** These are medications you take on a regular basis to treat an ongoing health condition like asthma, diabetes, high blood pressure or high cholesterol. Maintenance medications are not used to treat a short-term condition like an infection or pain caused by surgery or a broken bone.

### **Q. My doctor gave me a 90-day prescription for a medication I'll only be taking for a short time. Can I fill it at any in-network pharmacy?**

**A.** No. All 90-day prescriptions — whether for a short-term or a long-term medication — must be filled at a retail pharmacy approved to fill 90-day prescriptions or through Express Scripts® Pharmacy.

### **Q. Can any medication be filled in a 90-day supply?**

**A.** Typically, medications used to treat a short-term condition, narcotic pain medications and most specialty medications (which are used to treat complex medical conditions) aren't filled in a 90-day supply.

### **Q. I have a 90-day prescription for a specialty medication. Do I have to use select retail pharmacies or Express Scripts® Pharmacy to fill it?**

**A.** No. The Cigna 90 Now program doesn't apply to specialty medications. However, your plan may require you to fill your medication at certain

pharmacies or through Accredo, your specialty pharmacy.<sup>4</sup> Please check your plan materials to see how your plan covers specialty medications.

### **Q. I have a 90-day prescription for a narcotic pain medication. Do I have to use select retail pharmacies or Express Scripts® Pharmacy to fill it?**

**A.** No. The Cigna 90 Now program doesn't apply to narcotics.

### **Q. Are there any benefits to filling a 90-day supply?**

**A.** Yes. You'll make fewer trips to the pharmacy for refills. And you're more likely to stay healthy, because with a 90-day supply on-hand you're less likely to miss a dose.<sup>6</sup>

### **Q. Will I save money by filling a 90-day supply?**

**A.** It depends on your plan. Log in to the **myCigna App** or **myCigna.com**, or check your plan materials, to learn more about how your plan covers 90-day fills.

### **Q. Do I need my doctor's approval to switch to a 90-day prescription?**

**A.** Yes, you'll need a new prescription for a 90-day supply.

### **Q. Are 90-day prescription fills for maintenance medications available through Express Scripts® Pharmacy?**

**A.** Yes, as long as your plan allows.<sup>4</sup> Express Scripts® Pharmacy is a convenient option when you're taking a medication on a regular basis to treat an ongoing health condition. It's simple and safe, and saves you trips to the pharmacy. To learn more, go to **Cigna.com/homedelivery**.

- Easily order, manage, track and pay for your medications on your phone or online
- Standard shipping at no extra cost<sup>7</sup>
- Automatic refills or refill reminders<sup>8</sup>
- Fill up to a 90-day supply at one time
- Helpful pharmacists available 24/7
- Flexible payment options

## Frequently Asked Questions (FAQs) (cont.)

Here are three easy ways to get started using home delivery:

**1. Log in to the myCigna App or myCigna.com to move your prescription electronically.** Click on the Prescriptions tab and select My Medications from the dropdown menu. Then click the button next to your medication name to move your prescription(s).

**2. Call your doctor's office.** Ask them to send a 90-day prescription (with refills)<sup>3</sup> electronically to Express Scripts® Home Delivery. Or,

**3. Call Express Scripts® Pharmacy at 800.835.3784.** They'll contact your doctor's office to help transfer your prescription. Have your Cigna Healthcare ID card, doctor's contact information and medication name(s) ready when you call.

**Q. Can Express Scripts® Pharmacy help transfer my current prescription from my local retail pharmacy?**

**A.** Yes. Simply call 800.835.3784 and have your Cigna Healthcare ID card, doctor's contact information and medication name(s) ready when you call. Express Scripts® Pharmacy will do the rest.

**Q. Can I fill my specialty medication through Accredo®?**

**A.** Yes, as long as your plan allows.<sup>4</sup> Accredo's team of specialty-trained pharmacists and nurses will fill and ship your specialty medication to your home (or location of your choice).<sup>9</sup> They'll also provide you with the personalized care and support you need to manage your therapy – at no extra cost.

- Easily manage and track your medications on your phone or online
- Fast shipping, at no extra cost<sup>7</sup>
- Easy refills and free reminders
- 24/7 access to specialty-trained pharmacists and nurses
- Personalized care services such as training on how to administer your medication
- Help with applying for third-party copay assistance programs and other options

To get started using Accredo, call **877.826.7657**, Monday–Friday, 7:00 am–10:00 pm CST and Saturdays, 7:00 am–4:00 pm CST. To learn more about Accredo, go to **Cigna.com/specialty**.

**Q. My pharmacy isn't in Cigna Healthcare's network. How do I switch to an in-network pharmacy?**

**A.** Once you find an in-network pharmacy you'd like to use, here are two easy ways you can move your prescription:

1. Call your doctor's office. Ask them to send your prescription electronically to your new pharmacy. Or,
2. If your prescription still has a refill available, ask the pharmacist at your new pharmacy to contact your current pharmacy to help transfer your prescription.

**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 covered<sup>10</sup> at Walgreens or any of its affiliate pharmacies. If you choose the network with Walgreens in it, your medication won't be covered<sup>10</sup> 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.

## Frequently Asked Questions (FAQs) (cont.)

**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. Why did you give me the pharmacy network with CVS in it?**

**A.** We looked at your fill history. We put you in this network because you either used CVS more than Walgreens or, if you haven't used either of these two pharmacies, we put you in the network your plan picked or the one picked by the cardholder (plan's subscriber).

### **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. Your network has 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 so Walgreens is in it (instead of CVS). 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:** When your new plan year starts, log in to the **myCigna App** or **myCigna.com**. Go to the profile page and follow the on-screen instructions.

### **Q. I use CVS, but my son uses Walgreens. Is that okay?**

**A.** Yes. 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.



\* Network as of April 2023. Subject to change.

1. There are thousands of pharmacies in this network – including other major retail pharmacy chains (besides CVS), 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. 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**.
3. **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.
4. 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.
5. 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.
6. Internal Cigna Healthcare analysis performed 2021, utilizing Cigna Healthcare national book of business average medication adherence (customer adherent > 80% Proportion Days Covered), 90-day supply vs. those who received a 30-day supply taking antidiabetics, blood pressure medications and statins.
7. Standard shipping costs are included as part of your prescription plan.
8. Express Scripts Pharmacy can automatically refill certain medications. Log in to the **myCigna App** or **myCigna.com**, or call 800.835.3784, to sign up. You can also sign up to get emails and/or texts from Express Scripts Pharmacy. To get text messages, you'll have to sign up for Express Scripts' texting service. You can do this online or when you call 800.835.3784 to refill your prescription. Once you sign up, simply reply to their welcome text to get started. Standard text messaging rates apply.
9. As allowable by law. For medications administered by a health care provider, Accredo will ship the medication directly to your doctor's office.
10. 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.

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

Product availability may vary by location and plan type and is subject to change. All group health insurance policies and health benefit plans contain exclusions and limitations. For costs and details of coverage, review your plan documents or contact a Cigna Healthcare representative.

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