

CIGNA HOME DELIVERY PHARMACY

Delivering better health and better savings.



At Cigna, we know that healthy employees spend less on health care, are more productive and contribute more to the performance of your organization. For individuals taking maintenance medications, their health is directly tied to their ability to take their prescriptions exactly as prescribed by their doctor. And that's exactly why it's so important to encourage your employees to use Cigna Home Delivery Pharmacy.SM

Consider this:

Fact: The percentage of individuals who say they "carefully follow their prescription regimen" varies greatly: from a high of 66% to a low of 25%.¹

Fact: Individuals using Cigna Home Delivery Pharmacy are **20% more adherent** – in other words, take their medications as prescribed – than those who use a retail pharmacy alone.²

Fact: Improving medication adherence to a clinically optimal level for just one person can lower overall medical and pharmacy costs by **\$500 to \$1,000** a year.²

Cigna Home Delivery Pharmacy provides individuals taking maintenance medications with the extra support they need to comply with their medication regimen:

- Easy, convenient ordering process that makes it easy to fill and refill prescriptions
- Helpful personalized guidance and coaching from clinical pharmacists

Easy, convenient ordering process

Better than a retail pharmacy, Cigna Home Delivery Pharmacy makes it easy and convenient for individuals to get the medications they need to stay healthy:

- Customer service associates available 24/7
- Free delivery directly to the location of choice
- Up to a 90-day supply in one fill
- QuickFill – our automated refill reminder service that makes refilling prescriptions over the phone or through email a snap

Plus, our free **QuickSwitch**[®] service makes it simple for individuals to make the switch from retail to home delivery in just one quick and easy phone call.

GO YOUSM





Cigna Home Delivery Pharmacy: At a glance

24/7 customer service on the phone or web

2 full-service dispensing facilities

6 million prescriptions filled each year

99.993% dispensing accuracy

Up to a 90-day supply in one fill

\$0 cost for door-to-door delivery

Helpful, personalized support

With 24/7 access to a pharmacist - online or on the phone - individuals can always get their medication questions answered quickly and easily. But oftentimes, individuals need more proactive, ongoing support to ensure they get the help they need to take their medications as prescribed. We can help there, too.

Our **CoachRx** service lets individuals work one on one with a coach to:

- Learn more about their condition
- Help manage drug side effects
- Understand alternative medication options
- Find ways to lower prescription drug costs
- Set up refill reminders via phone, text or email
- Get free pill boxes to remind them to take their meds

Through our **TheraCare**® service, people taking specialty medications (used to treat rare conditions like multiple sclerosis and rheumatoid arthritis) get expert clinical and coaching support that helps them stay compliant with their medications. Our dedicated team of nurses and pharmacists work together to help individuals overcome roadblocks to taking medications as prescribed. We can help by:

- Coordinating prescription orders at Cigna Home Delivery Pharmacy
- Suggesting lower cost medication options and working with the prescribing physician to make the change
- Arranging in-home training for self-injectible medications
- Educating on ways to manage side effects

Cigna Specialty Pharmacy ServicesSM

We have a dedicated team expertly trained to meet the unique, and often complex, needs of individuals taking specialty medications. Our pharmacists and clinicians work with case managers throughout Cigna to ensure that individuals get their specialty medications through the most clinically appropriate and cost-effective channel.

By taking full advantage of Cigna's clinical integration capabilities, individuals taking specialty medications get:

- 24/7 access to pharmacists for counseling
- Assistance through the prior authorization process
- Coordinated pharmacy and medical coaching through our TheraCare service
- Special handling of medication delivery when necessary (i.e., coolers for medications that need refrigeration)
- Helpful starter supplies and educational materials
- Medication and supplies shipped to either their home or doctor's office

With myCigna.com, individuals have easy, 24/7 access to the information and services they need most:

- **Chat one on one with a pharmacist**
- **Refill and manage prescriptions**
- **Track shipments**
- **Compare medication pricing**

Motivate people to make the switch

We offer **multiple plan design options** to help motivate and encourage individuals to choose Cigna Home Delivery Pharmacy.

Exclusive Cigna Home Delivery Pharmacy

How it works: After an initial grace period – typically three fills – individuals must use Cigna Home Delivery Pharmacy to fill their prescriptions. If they choose to use a retail pharmacy, they will need to pay the full cost of the drug. After their first fill at a retail pharmacy, a letter will be sent to their home explaining the program, how it works, and how to switch their prescription to Cigna Home Delivery Pharmacy.

Incentivized Cigna Home Delivery Pharmacy

How it works: After an initial grace period – typically three fills – individuals must pay a higher cost-share amount for prescriptions filled through a retail pharmacy. Individuals can still choose to use a retail pharmacy, but by implementing a higher cost share, they have an incentive to switch to Cigna Home Delivery Pharmacy.

\$0 preventive generics at Cigna Home Delivery Pharmacy

How it works: Individuals who choose to use Cigna Home Delivery Pharmacy will pay zero dollars to fill their preventive generic medications. This option provides an incentive to not only switch to Cigna Home Delivery Pharmacy, but also to switch from brand to generic medications.

Mailings that help people save

With RxSavings Messenger, personalized mailers are sent to educate people about the prescription cost-saving opportunities available to them. The mailers show exactly how much money they could save, specific to their plan per prescription as well as on an annual basis, if they switch to a lower

cost medication and/or sign up with Cigna Home Delivery Pharmacy, where it is applicable. Cigna health coaches are able to see each individual's prescription saving opportunities and can help people lower their costs and improve their health even further.

Make the switch. It's easy!

If your organization is making a transition from another home delivery pharmacy, we make it easy for you – and your employees – to make the switch to Cigna Home Delivery Pharmacy:

- Our **open refill transfer** service automatically transfers existing home delivery pharmacy prescriptions – minimizing disruption for your employees. These individuals are sent letters with their new Cigna Home Delivery Pharmacy prescription number and details on how to refill their prescription with us. Through this service, we ensure:
 - **Limited disruption:** Individuals won't have to miss a dose while they wait to get a new prescription from their doctor.
 - **Lower costs:** Individuals won't have to pay for a visit to their doctor for a new prescription.

If you're looking for additional ways to improve health and lower overall costs, help your employees make the switch to Cigna Home Delivery Pharmacy. We're delivering better health – and better savings – every day.



1. A Snapshot of People's Engagement in Their Health Care, Center of Advancing Health, 2010, as reported in Cigna FYI, What the People We Serve Want Us to Know, October 2010.

2. Cigna Analytics, 2011.

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