



QUICKFACTS

Cigna Specialty Pharmacy Services

Together, all the way.SM



Helping you every step of the way

Cigna's mission is to improve the health, well-being and sense of security of the people we serve. We focus on this mission daily in everything we do and are committed to providing superior service to our customers. There are many benefits to using Cigna Specialty Pharmacy Services:

- › 24/7/365 access to customer service and pharmacists to help you with any questions
- › Convenient delivery right to your door or location of choice, in packaging designed to protect your privacy
- › Helpful coaching and reminder services
- › Supplies like tape, bandages, sharps collector, swabs, etc. – at no additional charge
- › Educational materials
- › Quick and easy prior authorizations
- › Financial assistance programs if you need help paying for your medications



Experience the benefits of Cigna Specialty Pharmacy Services

With Cigna Specialty Pharmacy Services, we connect with your doctor to make sure you get the care you need. A health advisor with a nursing background will be your health care advocate and treatment coordinator. Our team will help you with your therapy by:

- › Acting as your first point of contact
- › Confirming the right dose and right supplies
- › Answering any of your questions and helping you manage side effects
- › Reviewing your medical history and overall health to make sure your medication is effective
- › Setting up medications through Cigna Specialty Pharmacy Services

How to order:

To begin using Cigna Specialty Pharmacy Services, your doctor may choose one of the following options:

- › Ask your doctor to download the appropriate drug specific order form at **Cigna.com**, then complete and fax it to **1.800.351.3616** or
- › Call **1.800.351.3606** to speak with a specialist who will place your order.



For additional information about Cigna Specialty Pharmacy Services, call **1.800.351.3606**. One of our specialists will be happy to help you.

How soon will the order be received?

Orders are shipped in time to meet the “need by date” indicated when the order is placed. Even if the order is needed the next day, we can supply the medication with no additional shipping cost.

Next day orders must be received by 4 pm CST. Allow additional processing time for medications that require prior authorization.

How are refills ordered?

Refills can be ordered one of two ways.

- Your doctor can call **1.800.351.3606** to use our automated phone system.
- Your doctor can fax a completed order form to **1.800.351.3616**.



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