



Cigna pharmacy management

Whether you are going on assignment, already in your new location, coming home to visit, or have family members back home, you can take advantage of Cigna pharmacy options. We make it easy and convenient to fill your prescriptions before you leave and while you are on assignment.

Below are some commonly asked questions regarding your prescription medications. If you have additional questions, feel free to call our service center at the phone number on the back of your Cigna ID card. Our service team is available to help you 24 hours a day, seven days a week.

frequently asked questions

Receiving prescription medication outside the United States

Why do I need to think about my prescription medication before I leave on assignment?

You may find that certain countries have specific laws around you bringing medications into the country. These laws may include limits, exclusions of some medications, and even restrictions on forms of medications such as powders or liquids, which may not be allowed to enter the country. In your country of assignment, you may also find that certain medication is not available locally, dosages may differ, or counterfeit medication may be an acceptable practice. Simply put, you may not be able to receive the medication you need.

If you have any questions or concerns about travel restrictions or the availability of prescription medication, you can call us at the phone number on the back of your Cigna ID card.

Are there steps I can take to receive assistance before I leave for assignment?

Yes. There are different steps to take depending on whether or not you have received a Cigna ID card.



have you received your Cigna ID card?

If you have not received a Cigna ID card please follow these instructions:

1. Visit www.CignaEnvoy.com.
2. Select "Pre-departure" from the drop-down menu, and click "Go."
3. The next screen will ask you to enter your Client ID and Password.
4. Your employer can provide you with the log-on credentials.
5. Once you have logged in, you will be able to complete the pre-assignment assistance questionnaire and access country guides to learn more about your destination.

If you have received a Cigna ID card please follow these instructions:

1. Visit www.CignaEnvoy.com.
2. Select "Members" from the drop-down menu, and click "Go."
3. If you have not registered for Cigna Envoy, you will need to do so now using your ID number.
4. If you have registered, use your ID number and password to log in.
5. Logging in will bring you to the Cigna Envoy homepage.
6. Click on the "Health and Wellness" tab located at the top of the page.
7. On the next page, click the "Condition Management Questionnaire" link that can be found in the Programs and Services box.

After you complete the appropriate assessment, a member of our medical team may reach out to further assist you. You can also call our service team at the phone number on the back of your Cigna ID card.

Is it possible to receive 12 months of prescriptions before I leave?

When possible, you may be able to take advantage of 12-month prescriptions prior to leaving the United States through Cigna Home Delivery PharmacySM. Please be aware that due to state and federal laws, some controlled medications can not be filled for more than one month at a time or may have other distribution limits. To learn if your prescriptions can be filled for 12 months and if there are any associated travel restrictions, please call our service center at the phone number on the back of your Cigna ID card.

Are there some restrictions to traveling with my medication?

Yes. You may find that certain countries have specific laws regarding bringing medications into the country. These laws may include limits, exclusions of some medications, and even restrictions on forms of medications, such as powders or liquids, which may not be allowed to enter the country.

What do I do if I need a prescription filled when I am abroad?

If you receive a prescription from a local doctor while on assignment, you may be able to fill it locally. If you have any questions, please contact our service center at the phone number on the back of your Cigna ID card. Our customer service team will help you identify available options. Please be aware that medications prescribed in foreign countries can only be filled locally in the country where the prescription is written. For example, if you have a medication that was prescribed by a doctor in China, it can not legally be filled in the United States. Likewise, a prescription written in the United States can not be filled in a pharmacy outside of the United States.

We also encourage you, when possible, to plan visits with your medical doctor in the United States for any new prescriptions. Please fill prescriptions during your time in the United States, but if you have any questions or concerns about travel restrictions, you can call us at the phone number on the back of your Cigna ID card.



Cigna
Pharmacy
Services



Receiving medication when in the United States

Filling your prescription with Cigna Home Delivery Pharmacy

How can I receive my medication when I am in the United States?

Cigna Home Delivery Pharmacy is a convenient and easy way for you to receive your medication when in the United States. This service offers a number of advantages including a three-month supply of medication at one time, as well as having it delivered directly to your home at no additional cost.

What are the benefits of Cigna Home Delivery Pharmacy?

Cigna Home Delivery Pharmacy is a convenient alternative to filling your prescriptions at the pharmacy. Not only does it save you time by skipping the lines in the store, but it may also save you money.

Who should use Cigna Home Delivery Pharmacy?

If you are primarily based in the United States and regularly fill your prescription medication, you may want to consider Cigna Home Delivery Pharmacy. If you are going to be outside of the United States for an extended period of time, you may be able to take advantage of 12-month prescriptions prior to leaving. Please be aware that due to state and federal laws, some controlled medications can not be filled for more than one month at a time or may have other distribution limits. To learn if your prescriptions can be filled for 12 months and if there are any associated travel restrictions, please call our service center at the phone number on the back of your Cigna ID card.

Can I use Cigna Home Delivery Pharmacy if I already have a prescription with another pharmacy?

Yes. If you already have a prescription with another pharmacy in the United States, you can transfer it to Cigna Home Delivery Pharmacy.

How long will it take to fill a new prescription?

For new orders, please allow five to seven business days after Cigna Home Delivery Pharmacy receives your request. Refills ship within two business days of receiving your request. You can have your prescriptions shipped to any address in the United States, Puerto Rico, and U.S. Virgin Islands – home, work, or any other alternative, including a PO box. Standard shipping of prescription medications is free of charge.

How can I place an order with Cigna Home Delivery Pharmacy?

Placing an order with Cigna Home Delivery Pharmacy is easy and convenient. If you have a mailing address in the United States or an APO address, you can request that Cigna Home Delivery Pharmacy contact the United States-based physician for a copy of the prescription.

To place an order yourself, please send your prescription requests to the address below:

Cigna Home Delivery Pharmacy

PO Box 5101
Horsham, PA 19044, USA

Filling your prescription with a traditional pharmacy

Can I fill my prescriptions at any pharmacy in the United States?

Yes. However, when in the United States and obtaining medication from a prescription written by a U.S. physician, you have access to a network of more than 62,000 in-network pharmacies, including those in the U.S. Virgin Islands and Puerto Rico.

What are the benefits of visiting an in-network pharmacy?

Customers enjoy substantial discounts of both brand and generic prescriptions by using their ID card at in-network pharmacies.

Will I need to pay for my prescription medication when I visit an in-network pharmacy?

When you visit one of these pharmacies, we will also pay the pharmacy directly for our portion of a covered purchase, which eliminates the need to file a claim. You are only responsible for paying the remaining balance (co-pay, coinsurance, etc.) based on your specific plan benefits.

Should I transfer my prescriptions to an in-network pharmacy if my current pharmacy is not part of the Cigna pharmacy network?

Yes. You are encouraged to transfer your prescription to an in-network pharmacy. This allows us to pay the pharmacy directly for covered purchases.

To transfer your prescriptions to an in-network pharmacy, please contact the pharmacy directly.





Cigna pharmacy
options are available
24 hours a day,
7 days a week

Easy Access to
Quality Health Care
Around the World.

"Cigna" refers to Cigna Corporation and/or its subsidiaries and affiliates. Cigna Global Health Benefits refers to these subsidiaries and affiliates. Products and services are provided by these subsidiaries, affiliates and other contracted companies and not by Cigna Corporation. "Cigna" is a registered service mark. This material is provided for informational purposes only. It is believed accurate as of the date of publication and is subject to change. Such material should not be relied upon as legal or medical advice. As always, we recommend that you consult with your independent legal and/or medical advisors. Products and services may not be available in all jurisdictions and are expressly excluded where prohibited by applicable law. Cigna Global Health Benefits' web-based tools, such as CignaEnvoy®, are available for informational purposes only. Cigna Global Health Benefits' web tools are not intended to be a substitute for proper medical care provided by a physician. References to non-partnered organizations or companies, and/or their products, processes or services, do not necessarily constitute an endorsement or warranty thereof.

112096 11/12 © 2012 Cigna. Some content provided under license.

Global Health Benefits