

MAKING LIFE EASIER

Automatic prescription refills



Cigna Home Delivery PharmacySM aims to deliver a reliable and convenient customer experience. Automatic prescription refills can reduce the burden of calling in for a prescription refill. As long as the prescription is active, and for a maintenance medication, customers do not have to keep requesting refills.

FREQUENTLY ASKED QUESTIONS

1. How do customers enroll in automatic refill?

Customers can enroll a prescription online on myCigna.com or the myCigna[®] App prior to the next fill. Customers can also call Cigna Home Delivery Pharmacy customer service.

2. Do customers have to use automatic refill?

No. This is a completely optional feature selected only if customers want to enroll. Customers can choose to enroll some prescriptions and not others - it's their choice.

3. Do customers have to provide an email address to enroll in automatic refill?

Yes. Customers must provide their email address to ensure they receive email updates about the program. By enrolling a prescription in the automatic refill program, customers agree to receive prescription reminders via email (we will not disclose the name of the drug in the email).



Benefits of automatic refill

- ▶ Helps maintain timely access to important maintenance medications
- ▶ Increases customer convenience
- ▶ Helps ensure customers stay on track with their medication therapy

4. What types of emails are sent to customers for the automatic refill program?

- › **Prescription enrollment:** When customers enroll a prescription in the program they receive an email message confirming their enrollment.
- › **Refill prenotification:** Customers will receive an email approximately 14 days before the next fill date reminding them that their prescription is enrolled in automatic refill.
- › **Prescription disenrollment:** Customers will receive an email notice that their medication was disenrolled due to customer choice, discontinuation of the program, or employer sponsor termination from the automatic refill program.
- › **Change in eligibility:** Customers will receive an email when a medication is no longer eligible for the automatic refill service.

5. How will a customer know when the medication will be dispensed?

Approximately 14 days prior to the next fill date, an email will be sent to customers reminding them of their enrollment in the program and the upcoming fill date. At that time the customer will have the opportunity to make changes to their enrolled prescription including disenrollment and changing the dispense date. If no changes are made, the medication will be dispensed according to the prescription.

6. What happens when customers don't want the medication or want to change the next fill date?

Customers will be able to manage their enrolled prescriptions including disenrolling and changing their next fill date to a later date. By disenrolling a prescription in automatic refill, the customer will be responsible for placing future orders. Customers can manage their prescription enrollment on myCigna or by calling Cigna Home Delivery Pharmacy customer service.

7. Why aren't all medications eligible for automatic refill?

From a clinical and safety perspective, it is not appropriate for every medication to be eligible for automatic refill.

8. Does automatic refill apply to specialty medications?

No. The automatic refill service is not offered for specialty medications.

Together, all the way.®



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