

Giving our customers our best start with Accredo, a Cigna Healthcare specialty pharmacy.

The right support and faster time to therapy – from the very first fill.

Specialty medications are used to treat rare and complex conditions like cancer, multiple sclerosis and rheumatoid arthritis. Like the conditions, these medications are also complex and require close supervision and adherence to treatment to help achieve the best health outcomes. Many factors can influence adherence to drug therapy including forgetting to take the medication, skipping or taking an incorrect dose, side effects and cost. Ultimately, nonadherence to treatment could lead to hospitalizations, emergency room or doctor visits – resulting in increased medical costs.

Giving our customers the best start with their specialty medications with first fill with Accredo means immediate access to specialized nurses and pharmacists, earlier opportunities for coaching and no disruption on the second fill. This support from the very first fill can help lower costs and improve outcomes – and provide an overall better customer experience.

Accredo offers Cigna HealthcareSM customers a variety of benefits to help manage complex conditions:

-  Financial assistance
-  One-on-one, proactive expert support and guidance
-  Depression risk screening
-  Personalized refill outreach
-  Prior authorization (PA) assistance and adherence monitoring
-  Accredo has direct consultation with doctor
-  Medication sent directly to customer

Connected benefits. Helping to provide better support for customers living with chronic conditions.

Our support and coaching is connected across benefits – medical, pharmacy and behavioral – helping to drive a better overall experience.

Customer experience using home delivery from Accredo for first fill:

- **99.1%** access to drugs¹
- **98%** of prescriptions are ready to ship within 2–3 days¹
- **90%** of specialty drugs at Accredo have a financial assistance program available²



Customers filling at retail may experience:

- Increased likelihood of delay in therapy and adherence issues
- Very limited assistance with PA or with specialty medication coaching
- Little to no financial assistance
- Interruption with their second fill as they transition to home delivery

Therapeutic Resource CentersSM provide deep clinical support

Through Accredo's 15 Therapeutic Resource Centers (TRC), we provide comprehensive coaching for those living with chronic conditions. Each TRC acts as a smaller pharmacy with therapy management programs and drug and condition-specific protocols to help achieve better outcomes for our customers. Pharmacists, nurses and interdisciplinary team members, including nutritionists and social workers, have extensive training and experience in specific disease states and medications. This depth in clinical expertise, within an integrated pharmacy solution, drives more engagement, connected experiences, and improvements in adherence and outcomes.

- 15 Accredo TRCs providing deep clinical support³
- 600+ Accredo home infusion nurses on staff³
- 500+ Accredo condition-focused pharmacists³



To learn more about how our specialty pharmacy solutions can help you and your at-risk employees get the best start, please contact your Cigna Healthcare sales representative.



1. 2018 analysis based on Express Scripts adjudicated claims volume for commercial and health plan payers for limited distribution, exclusive distribution and open access specialty drugs.

2. 2019 analysis of manufacturer and foundation assistance programs for drugs to which Accredo has access.

3. Accredo operations data, 2023. Subject to change.

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

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