

You're not alone on this journey.

Accredo's team will be by your side, every step of the way.



Whether you've been going through treatment for years or just got diagnosed, managing a complex medical condition can be, well, complex. Accredo® specialty pharmacy¹ is focused on supporting complex conditions like yours.

They're not one person behind a counter, they're a whole team behind you

Accredo's team of specialty trained pharmacists, nurses and clinicians work together to give you the personalized care and support you need to manage your therapy. They'll:

- **Provide personalized care services**, including counseling and training on how to use your medication
- **Help you understand your medication and condition** – they have teams that are focused on supporting specific complex conditions
- Keep track of **how you're doing** with your treatment and **work with your doctor** to make sure you're getting the care you need
- **Talk regularly** with your caregivers and doctor
- **Answer** your questions – call as often as you need to, we'll talk as long as you need to
- Talk about **side effects** and possible interactions
- Help you take your medication in a way that **works best for you**

- Work with your doctor to **help get your medication pre-approved** so your plan will cover its cost
- Help you **find ways to pay for your medications** – such as applying for third-party copay assistance programs and other payment options



What's a specialty pharmacy?

A specialty pharmacy is a state-licensed pharmacy that's focused on supporting patients living with a complex medical condition. They:

- Provide specialized patient care and services that most retail pharmacies can't
- Fill and deliver specialty medications directly to the patient's home or doctor's office



All sources and disclosures appear at the end of this document.

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Offered by Cigna Health and Life Insurance Company or its affiliates.
In Utah, plans are offered by Cigna Health and Life Insurance Company.

Get quick, safe delivery of your medication

Accredo will deliver your specialty medication to your home, workplace or doctor's office² – or even to a vacation location – to make sure you have it when and where you need it

- **Fast shipping, at no extra cost³** – even for medications that need special handling, such as refrigeration
- Packaging designed to **protect your privacy** and **stand up to bad weather** and warm temperatures
- **Easy refills and free reminders** to help make sure you don't miss a dose – you can also refill certain prescriptions **by text⁴**
- **Extra supplies** (such as syringes and a sharps container) at no extra cost to you
- Easily manage your medications and track your orders **online⁵**

Manage your medications online

Log in to the **myCigna®** App⁶ or **myCigna.com®** and click on the Prescriptions tab. Select My Medications from the dropdown menu and click the button next to your medication name. We'll automatically connect you to your online Accredo account.



What's a specialty medication?

Specialty medications are used to treat complex medical conditions. They have to be:

- Carefully handled, packaged and stored
- Given in a certain way (typically injected or infused)
- Kept at a certain temperature or they'll go bad
- Monitored to watch for side effects and to make sure they're working

Get started with Accredo

Ask your doctor's office to send your prescription to Accredo electronically. Or you can call Accredo and they'll contact your doctor's office to get your prescription.

877.826.7657

Monday–Friday | 7:00 am–10:00 pm CST

Saturday | 7:00 am–4:00 pm CST

Cigna.com/specialty



1. Cigna Healthcare maintains an ownership interest in Accredo's specialty pharmacy services. However, you have the right to fill prescriptions at any pharmacy in your plan's network. You won't be penalized regardless of where you fill your prescriptions.
2. As allowable by law. For medications administered by a health care provider, Accredo will ship the medication directly to your doctor's office.
3. Standard shipping costs are included as part of your prescription plan.
4. The ability to refill prescriptions by text is only available for certain medications. To get text messages, you'll have to sign up for Accredo's texting service. You can do this when you call Accredo to refill your prescription. Once you sign up, simply reply to their welcome text to get started. Standard text messaging rates apply.
5. You'll see your first order in the **myCigna** App or **myCigna.com** as soon as Accredo ships it.
6. App/online store terms and mobile phone carrier/data charges apply. Customers under age 13 (and/or their parent/guardian) will not be able to register at **myCigna.com**.

Para obtener ayuda en español llame al número en su tarjeta de Cigna Healthcare.

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

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