

# Important changes you need to know about.

- > **Use the new ID card you'll get in the mail.** It has important information on it the pharmacy needs to access your benefits and process your prescription.
- > **Your next refill date may be different from what's listed on your current pill bottle.** The date will now be based on the timing of your last few fills.
- > **Accredo** is our new specialty pharmacy for those managing a complex medical condition that requires a specialty medication.

## Express Scripts Pharmacy is our new home delivery pharmacy.

- > See “Express Scripts” on your pill bottles/order materials.
- > Express Scripts Pharmacy will contact you (phone calls, emails and texts\*) about your order.
- > You'll need to update your payment information.
- > Continue to use myCigna app or website to manage your home delivery prescriptions – you'll be connected to Express Scripts' website.
- > Sign up for automatic refills and/or auto renewals.
- > You can't order home delivery prescriptions online or by phone on 7/1/20 only.

\* You can sign up to get emails and/or texts from Express Scripts Pharmacy. To get text messages, you'll have to sign up for Express Scripts' texting service. You can do this online or when you call 800.835.3784 to refill your prescription. Once you sign up, simply reply to their welcome text to get started. Standard text messaging rates apply.

