FREQUENTLY ASKED QUESTIONS

Q. What is considered a specialty drug?
A. Specialty medications are used to treat rare and chronic diseases like Multiple Sclerosis, Hepatitis C and Rheumatoid Arthritis. Although some are oral medications, the majority of specialty drugs are injected and require close supervision and monitoring of therapy for safety and effectiveness.

Q. Do you offer financial assistance?
A. We have agreements with several manufacturers and can process many assistance programs to help with what you pay for your prescriptions.

Q. How long do I need to wait before I can reorder my medication?
A. It is generally recommended you place your refill orders two weeks before you are due to run out of your medication. We also have several medications listed that we proactively place refills for. Please note: we will not ship proactively refilled medications to you without calling to verify that the medication is needed and setting up delivery first.

Q. Can you bill me for this order? I don’t have my credit card available.
A. In many instances we are able to ship your order and bill you later. In certain instances we may be able to set up a payment plan. A customer service representative can assist you in determining the best solution.

Q. Do you accept coupons?
A. We accept many manufacturer coupons / co pay assistance programs on orders billing through your benefit plan. We cannot accept coupons if you are paying cash.

Q. Will you let me know before my order ships?
A. We call to set up delivery before shipping of most medications.

Q. What happens if I am not available to sign for the package?
A. The UPS driver will make three delivery attempts before returning the package to Cigna Home Delivery Pharmacy. If you miss the first delivery attempt, the driver will leave a note advising you that a delivery attempt was made, you will then have the option of picking the package up from your local UPS hub.

Q. Do I have to have someone sign for my package? We aren’t home much.
A. You have the option to waive the signature if you are willing to accept responsibility if the package is lost, damaged or stolen. We can also ship to an alternate address within the US or Virgin Islands.

Q. What is considered a compounded prescription?
A. A compound is a medication that has to be made by the pharmacist because it is not available from a manufacturer in the desired strength or containing the ingredients prescribed by your doctor. Compounds may be made into creams, ointments, suppositories, or capsules.
Q. What is a bio-identical medication?
A: Compounded “bio-identical hormones” are plant-derived hormones (mostly extracted from yams and soy). The chemical structures of bio-identical hormones are identical to those produced by the human body. Because the chemical structure is identical, these hormones are often referred to as “bio-identical.” Typical bio-identical compounds are Testosterone (male) and Estrogens and Progesterone (female).

Q. Does your pharmacy do compounded prescriptions?
A: Yes. We have a dedicated team responsible to fill compound prescriptions.

Q. Are your compounds bio-identical?
A: Not all compound prescriptions are bio-identical. The term Bio-identical refers to hormone therapy only. Compound medications come in many forms, from creams to capsules and not all of them are designed for hormone therapy.

Q. Do you bill my medical insurance?
A: We first try to process your prescriptions through your pharmacy policy. If your pharmacy insurance doesn’t cover the medication, we verify benefits through your medical policy to see if it is covered medically. If it is covered, we will bill through your medical insurance. If it is not covered, you have the option of obtaining your medications for a reduced cash price.

Q. Do you send supplies?
A: We send supplies for your specialty injectable medications as specified by your doctor at no additional cost to you. (This does not include diabetic supplies for diabetes medications).

Q. Can you ship to my work or an alternate address?
A: Yes, as long as it is within the US, US Virgin Islands or Puerto Rico, we can ship to an alternate address.

Q. My doctor advised me that my medication must be refrigerated, are you able to ship it?
A: Yes, we ship according to the manufacturer’s specifications, which includes ice packing when applicable.

Q. Will you contact my doctor for a renewal of my prescription?
A: Yes, we will contact your doctor for you.

Q. What is a prior authorization? You already have a prescription, isn’t that the same thing?
A: Sometimes a prior authorization is required to justify the use of the medication and to pay for the claim.

Q. Why do I have to use Cigna instead of a local pharmacy?
A: Cigna is able to dispense a 90-day supply, depending on your plan benefits, which could result in considerable out of pocket savings for you.

Q. I requested a 90-day supply. Why am I getting a 30-day supply?
A: This may be due to a plan limitation restricting you to a 30-day fill at a time; your doctor may have only approved a 30-day fill; or your medication is limited to a 30-day fill. Please contact a customer service representative or one of our technicians for more information on your specific medication.

Q. I was told that an authorization is needed for you to dispense the medication. Can I go to a local pharmacy?
A: In order for Cigna to process the claim, we need a letter of rejection from your primary insurance. You can either fax or mail this to us.

Q. Can you bill my state-funded Medicaid plan?
A: At this time, we are unable to bill state-funded Medicaid plans. You will need to pay for your medication and submit the claim to them for reimbursement.

Q. I have Medicare, can you still fill my specialty medication?
A: We are able to bill Medicare for most medications. There are certain medications that Medicare will not pay for. Please contact a customer service representative at 800.835.3784 for details on your specific medication.

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