



September 27, 2019

**Re: Transition to Express Scripts Pharmacy for home delivery and changes to electronic prior authorization**

Earlier this year, we announced that Express Scripts is now combined with Cigna. As a result of this combination, we will begin to transition customers using Cigna Home Delivery Pharmacy to Express Scripts Pharmacy, a Cigna company. This transition will begin in January and continue throughout 2020 as employer groups renew, and will affect both home delivery prescription fulfillment and the prior authorization process.

**Current and future home delivery fulfillment**

When an employer group renews in 2020, Express Scripts Pharmacy will become the new pharmacy of record for those Cigna customers. At that time, customers will see the Express Scripts name on bottles and shipping labels as well as on related correspondence. They may also notice a change in the shape, size, and/or color of their medication.

For now, please continue to send prescriptions to Cigna Home Delivery Pharmacy, unless a patient specifically asks that you send theirs to Express Scripts Pharmacy. We will notify you when you can begin sending all home delivery prescriptions to Express Scripts.

**Electronic prior authorizations**

Electronic prior authorization can save you time by eliminating the forms, faxes, and phone calls associated with manual requests and provide you with faster coverage determinations.

To take advantage of this, request prior authorization for patients with Cigna-administered coverage through an electronic health record (EHR) or electronic medical record (EMR) or via a website that offers this service at no charge. Details are as follows:

ePA Vendor	Available through EHR/EMR?	Available through direct website/portal access?	Questions
CoverMyMeds®	Yes	Yes, go to <a href="http://CoverMyMeds.com/epa/Cigna">CoverMyMeds.com/epa/Cigna</a> .	Call CoverMyMeds at 866.452.5017.
Surescripts®	Yes	No, through your EHR/EMR only	Call Surescripts at 866.797.3239.

**At a glance**

- We are transitioning customers using Cigna Home Delivery Pharmacy to Express Scripts Pharmacy, a Cigna company.
- The transition will begin in January and continue throughout 2020 as employer groups renew.
- Customers will see the Express Scripts name on bottles and shipping labels.
- For now, continue to send prescriptions to Cigna Home Delivery Pharmacy.
- For electronic prior authorization, we encourage you to use CoverMyMeds® or Surescripts®.

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If you have used PromptPA™ in the past for prior authorization requests, please know we are transitioning away from this tool in 2020, and you may receive the following message if you continue to use it: "Eligibility not found." Therefore, we encourage you to submit prior authorization requests electronically through CoverMyMeds or Surescripts.

**Additional information**

If you have any questions or need additional information, please call Cigna Customer Service at 800.88Cigna (882.4462).

Thank you for the care you provide our customers.

Sincerely,

A handwritten signature in black ink, appearing to read "Jon Maesner", with a long horizontal flourish extending to the right.

Jon Maesner, PharmD  
Chief Pharmacy Officer  
Cigna Pharmacy Management®