

Cigna Pharmacy Management

Cigna Healthcare, Global Health Benefits



Whether you are going on assignment, already in your new location, coming home to visit or have family members back home, you can take advantage of the Cigna Pharmacy Management® program. We make it easy and convenient to fill your prescriptions before you leave and while you are on assignment. Below are some commonly asked questions regarding your prescription medications. If you have additional questions, feel free to call our service center at the phone number on your Cigna Healthcare Global ID card. Our service team is available to help you 24 hours a day, seven days a week.

Frequently Asked Questions

Receiving prescription medication outside the United States (U.S.)

Why do I need to think about my prescription medication before I leave on assignment?

You may find that certain countries have specific laws around you bringing medications into the country. These laws may include limits, exclusions of some medications and even restrictions on forms of medications, such as powders or liquids, which may not be allowed to enter the country. In your country of assignment, you may also find that certain medications are not available locally, dosages may differ and the level of safety and oversight of medications can vary. Simply put, you may not be able

to receive the medication you need. If you have any questions or concerns about travel restrictions or the availability of a prescription medication, you can call us at the phone number on your Cigna Healthcare Global ID card.

Are there steps I can take to receive assistance before I leave for assignment?

Yes, there are different steps to take depending on whether or not you have received a Cigna Healthcare Global ID card.

Global Health Benefits



Have you received your Cigna Healthcare Global ID card?



If you have not received a Cigna Healthcare Global ID card please follow these instructions.

1. Your employer can provide you with the login credentials
2. You can also contact the Cigna Healthcare global service center for assistance



If you have received a Cigna Healthcare Global ID card please follow these instructions.

1. Visit CignaEnvoy.com
2. If you have not registered for Cigna Envoy®, you will need to do so now using your Cigna Healthcare Global ID number. Select 'Register'
3. If you have already registered, use your global ID number and password to log in. Select 'Login' from the menu.
4. Logging in will bring you to the homepage.
5. Click on the 'Go to Health and Wellbeing Assessment' located under 'Health & Well-Being' at the bottom of the page.



Is it possible to receive 12 months of prescriptions before I leave?

When possible, you may be able to take advantage of 12-month prescriptions before leaving the U.S., through Express Scripts Home Delivery Pharmacy. Please be aware that due to state and federal laws, some controlled medications cannot be filled for more than one month at a time or may have other distribution limits. To learn if your prescriptions can be filled for 12 months and if there are any associated travel restrictions, please call our service center at the phone number on your Cigna Healthcare Global ID card.

What do I do if I need a prescription filled when I am abroad?

If you receive a prescription from a local doctor while on assignment, you may be able to fill it locally. If you have any questions, please contact our service center at the phone number on your Cigna Healthcare Global ID card. Our customer service team will help you identify available options. Please be aware that medications prescribed in foreign countries can only be filled in the country where the prescription is written. For example, if you have a medication that was prescribed by a doctor in China, it cannot legally be filled in the U.S. Likewise, a prescription written in the U.S. cannot be filled in a pharmacy outside of the U.S. We also encourage you, when possible, to plan visits with your provider in the U.S. for any new prescriptions. Please fill prescriptions during your time in the U.S., but if you have any questions or concerns about travel restrictions, you can call us at the phone number on your Cigna Healthcare Global ID card.

Receiving medication when in the U.S.

Filling your prescription with Express Scripts Home Delivery Pharmacy

How can I receive my medication when I am in the U.S.?

Express Scripts Home Delivery Pharmacy is a convenient and easy way for you to receive your medication when in the U.S. This service offers a number of advantages, including a three-month supply of medication at one time, as well as having it delivered directly to your home at no additional cost.

What are the benefits of Express Scripts Home Delivery Pharmacy?

Express Scripts Home Delivery Pharmacy is a convenient alternative to filling your prescriptions at the pharmacy. Not only does it save you time by skipping the lines in the store, but it may also save you money.

Can I use Express Scripts Home Delivery Pharmacy if I already have a prescription with another pharmacy?

Yes, if you already have a prescription with another pharmacy in the U.S., you can transfer it to Express Scripts Home Delivery Pharmacy.

How long will it take to fill a new prescription?

For new orders, please allow five to seven business days after Express Scripts Home Delivery Pharmacy receives your request. Refills ship within two business days of receiving your request. You can have your prescriptions shipped to any address in the United States, Puerto Rico and U.S. Virgin Islands – home, work or any other alternative, including a P.O. box. Standard shipping of prescription medications is free of charge.

Filling your prescription with a traditional pharmacy

Can I fill my prescriptions at any pharmacy in the U.S.?

Yes, if you can fill your prescription (written by a U.S. physician) at any U.S. pharmacy. However, you may pay more for your medication when filling your prescription at an out-of-network pharmacy. In the U.S., you have access to more than 50,000 in-network pharmacies*.

What are the benefits of visiting an in-network pharmacy?

Customers enjoy substantial discounts on both covered brand and generic medications when filled at in-network pharmacies. When you visit one of these pharmacies, you will only be responsible to pay your copay, coinsurance, and/or deductible, if applicable, and Cigna Healthcare will also pay the pharmacy directly for our portion of a covered purchase, which eliminates the need to file a claim.

How can I place an order with Express Scripts Home Delivery Pharmacy?

Placing an order with Express Scripts Home Delivery Pharmacy is easy and convenient. If you have a mailing address in the U.S. or an APO address, you can request that Express Scripts Home Delivery Pharmacy contact the U.S.-based physician for a copy of the prescription.

To place an order yourself, please download an order form by logging in to CignaEnvoy.com. Select 'Mail Order Pharmacy' under the 'Find Health Care' tab. You can mail your prescription and order form to:

EXPRESS SCRIPTS PHARMACY
PO BOX 66302
ST LOUIS, MO 63166-6301

Will I need to pay for my prescription medication when I visit an in-network pharmacy?

When you visit one of these pharmacies, we will also pay the pharmacy directly for our portion of a covered purchase, which eliminates the need to file a claim. You are only responsible for paying the remaining balance (deductible, copay and/or coinsurance) based on your specific plan benefits.

Should I transfer my prescriptions to an in-network pharmacy if my current pharmacy is not part of the Cigna Healthcare pharmacy network?

Yes, you are encouraged to transfer your prescriptions to an in-network pharmacy. This allows us to pay the pharmacy directly for covered purchases and helps you keep your out-of-pocket costs as low as possible.

To transfer your prescriptions to an in-network pharmacy, please contact the pharmacy directly.



* Cigna national book of business analysis conducted Q2 2020. Subject to change.

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Health benefit plans vary, but in general to be eligible for coverage a drug must be approved by the Food and Drug Administration (FDA), prescribed by a health care provider, purchased from a licensed pharmacy and medically necessary. If your plan provides coverage for certain prescription drugs with no cost-share, customers may be required to use an in-network pharmacy to fill the prescription. If customers use a pharmacy that does not participate in your plan's network, the prescription may not be covered, or reimbursement may be limited by your plan's copay, coinsurance or deductible requirements.

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