Home Delivery
Pharmacy Program

CIGNA
A Business of Caring.

myCIGNA.com

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CIGNA Tel-Drug is designed to fit into today’s active lifestyles. The program saves you and your covered family members trips to a local pharmacy and reduces the amount of time you need to spend standing in line waiting for your ongoing prescription medications to be filled.

CIGNA Tel-Drug sends prescription medications directly to your home or other location you specify. We offer prescription medications for allergies, birth control, diabetes, asthma, heart conditions, glaucoma, anxiety and other medicinal uses. There is no additional charge for standard delivery, even if your prescription medications require refrigeration. But that’s just the beginning of what CIGNA Tel-Drug provides.
See What CIGNA Tel-Drug Offers

When you choose CIGNA Tel-Drug for your ongoing prescription medication needs, you can take advantage of the following features:

- FDA-approved medications
- Licensed pharmacists dedicated to providing quality pharmaceutical care
- Up to a 90-day supply in one fill (fewer refills)
- Standard delivery to your home or other preferred location at no additional cost
- Likely lower prescription medication costs*
- Refill reminders if you forget to reorder
- Licensed pharmacists on call 24 hours a day to answer prescription medication questions
- Specialty medications available, including those that require refrigeration and overnight delivery
- Automatic screening for interactions with other prescription medications you order from CIGNA Tel-Drug

Put that all together and you have a convenient program that fits today’s active lifestyles, responds to your prescription medication needs and provides the quality and service you and your covered family members expect.

* Savings are based on 90-day fill/refill and subject to your plan’s provisions. Your benefit plan may differ based on state law. Please check your plan documents for more details and to confirm that you have the CIGNA Tel-Drug Home Delivery Pharmacy Program benefit.

Receive Prompt, Discreet Delivery

When you order your prescription medications through CIGNA Tel-Drug, you can count on discreet packaging and prompt shipping.

New orders may take 2 to 3 weeks to receive. Refills normally arrive within 7 to 14 days. Your prescription medications can also be sent to you by overnight delivery at an additional cost.

All new prescription medication orders are packaged with a patient advisory leaflet that describes your medication, tells you how to take it and lists possible side effects.
At CIGNA Tel-Drug we understand busy schedules and the need for a convenient way to manage your and your family's prescription medications. That is why CIGNA Tel-Drug provides you with these contact options.

**Web**

Go to myCIGNA.com to obtain information about CIGNA Tel-Drug or to e-mail us. Your entire ordering session is encrypted to protect your privacy.

QuickClickSM is a convenient, online way to refill your CIGNA Tel-Drug prescription medications. To use QuickClick® for the first time, register at myCIGNA.com and choose QuickClick to place your order.

When you order online, you will receive an e-mail confirming that your order has been received. When you log on to myCIGNA.com in the future, the system will automatically complete your contact and CIGNA Tel-Drug prescription information for convenient refill ordering.

At myCIGNA.com you can also obtain the following important information about your CIGNA Tel-Drug orders:

- Order status
- Number of refills remaining
- Prescription (Rx) number
- Next refill date
- Prescription expiration date
- History of previous CIGNA Tel-Drug orders

**Phone**

To speak with a CIGNA Tel-Drug associate call 1.800.Tel.Drug (835.3784). CIGNA Tel-Drug associates are available during the following times:

- **Monday - Friday** 7 a.m. to 10 p.m. Central Time
- **Saturday** 8 a.m. to 5 p.m. Central Time

24-hour service to place refill orders or check the status of your most recent orders is also available at 1.800.Tel.Drug (835.3784).
How to QuickSwitch® to CIGNA Tel-Drug

To make the switch to CIGNA Tel-Drug, all you have to do is call 1.800.285.4812 Option 1 Ext. 501. A QuickSwitch associate will ask you for the following information:

- Patient’s information
- Current list of medications
- Prescriber contact information
- Credit card information (American Express, Discover, MasterCard or VISA)

After you’ve shared this information with our QuickSwitch associate, he or she will

- Contact the prescriber
- Obtain a prescription authorization for up to a 90-day supply of your medication with refills
- Forward the authorized prescription for processing

CIGNA Tel-Drug Offers Three Ways to Order

Choose the method that works best for you.

Mail
An order form for placing an order by mail is attached to the envelope conveniently located at the back of this brochure. Follow the directions below to submit your order:

1. Request a mail-order prescription from your prescriber for a 90-day supply with refills.
2. Complete the attached order form and mail it, along with your original prescription(s) and your payment (check or credit card), in the envelope provided.

Phone
For your initial order call 1.800.285.4812 Option 1 ext. 501 and be sure to have your medication information, the prescriber’s name and telephone number, and credit card information available.

For your refill order call 1.800.Tel.Drug (835.3784).

Web
Log on to myCIGNA.com and follow the online instructions.
Start Enjoying the Quality and Convenience of CIGNA Tel-Drug

Discover how convenient it can be to have quality, FDA-approved prescription medications sent to your door. Contact CIGNA Tel-Drug today.

“CIGNA” or “CIGNA HealthCare” refer to various operating subsidiaries of CIGNA Corporation. Products and services are provided by these subsidiaries and not by CIGNA Corporation. These subsidiaries include Connecticut General Life Insurance Company, CIGNA Behavioral Health, Inc., Intracorp, and HMO or service company subsidiaries of CIGNA HealthCare Corporation or CIGNA Dental Health, Inc. In Arizona, HMO plans are offered by CIGNA HealthCare of Arizona, Inc. In California, HMO plans are offered by CIGNA HealthCare of California, Inc. In Virginia, HMO plans are offered by CIGNA HealthCare of Virginia, Inc. and CIGNA HealthCare Mid-Atlantic, Inc. In North Carolina, HMO plans are offered by CIGNA HealthCare of North Carolina, Inc. All other medical plans in these states are insured or administered by Connecticut General Life Insurance Company. “CIGNA Tel-Drug” refers to Tel-Drug, Inc. and Tel-Drug of Pennsylvania, L.L.C., which are also operating subsidiaries of CIGNA Corporation.

“QuickSwitch” is a registered trademark of CIGNA Intellectual Property, Inc. “QuickClick” is a registered trademark of CIGNA Intellectual Property, Inc.

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Please complete this form for NEW and REFILL prescription medication. You can also order refills online at myCIGNA.com.

Print all information clearly as shown in the sample below using BLUE or BLACK ink.

Fill in the applicable ovals completely ( )

Step 1: Insurance Cardholder Information
Complete if above has changed or appears blank

First Name
Last Name
Address
City
State
Zip Code
Cardholder ID
Phone Number
Alternate Phone Number

Step 2: Shipping Method

Refrigerated shipments will be expedited at no additional cost. You are responsible for the cost of SPECIAL SHIPPING which expedites carrier delivery time only. Order processing is not affected by SPECIAL SHIPPING. These costs may be subject to change by carrier without prior notification and may vary depending on weight and zone.

- Standard Shipping
- Standard Delivery
- UPS Priority Mail
- UPS Express Mail
- FedEx
- Overnight
- Overnight (by noon)
- Overnight (by 7:00 pm)

Step 3: Method of Payment

Choose one method of payment and complete the section below.

- Check
- Money Order
- Credit Card
- Discover
- MasterCard
- American Express
- VISA

Please make check or money order payable to CIGNA Tel-Drug.

Total payment enclosed (excluding credit card payment):

- Credit Card
- Card on file
- Credit Card #
- Expiration Date

I authorize CIGNA Tel-Drug to bill my credit card. I understand that my credit card will be billed the following amounts in effect at the time my order is filled: any applicable copayment(s), coinsurance and/or deductible(s), payments due for any medications not covered under my benefit plan, plus any special shipping costs.
## Step 4: Allergies & Health Conditions

**Complete this section every time**

If no allergies are selected, for new customers this indicates no known allergies and for existing customers this indicates no change from information provided to CIGNA Tel-Drug previously.

<table>
<thead>
<tr>
<th>Cardholder's First Name</th>
<th>Date of Birth</th>
<th>Other (list below)</th>
<th>Carbohydrate, High Blood Pressure, Diabetes, Aspirin, NSAIDS, Other</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</table>

If no allergies are selected, for new customers this indicates no known allergies and for existing customers this indicates no change from information provided to CIGNA Tel-Drug previously.

<table>
<thead>
<tr>
<th>Dependent's First Name</th>
<th>Date of Birth</th>
<th>Other (list below)</th>
<th>Carbohydrate, High Blood Pressure, Diabetes, Aspirin, NSAIDS, Other</th>
</tr>
</thead>
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Please write the person’s name and list their other allergies and/or other conditions referenced above:

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## Step 5: Refill Prescriptions

- **Affix Label Here**
- **OR**
- **Print Prescription Number Here**

### Drug Name

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## Step 6: Special Instructions

**Optional**

PHARMACY LAW PERMITS PHARMACISTS TO SUBSTITUTE A LESS EXPENSIVE GENERICALLY EQUIVALENT MEDICATION FOR A BRAND NAME MEDICATION UNLESS YOU OR YOUR PRESCRIBER INDICATES OTHERWISE.

Special Instructions

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Remember to enclose the original prescription(s) from your prescriber(s).
You can call us at 1.800.Tel-Drug (835.3784) or visit us at myCIGNA.com. You can also write to us or mail this order form to CIGNA Tel-Drug, PO Box 1019, Horsham PA 19044.

"CIGNA Healthcare" or "CIGNA" are registered service marks and refer to various operating subsidiaries of CIGNA Corporation. Products and services are provided by these subsidiaries and not by CIGNA Corporation. These subsidiaries include Connecticut General Life Insurance Company, Tel-Drug, Inc. and its affiliates, CIGNA Behavioral Health, Inc., Intronics, and HMO or service company subsidiaries of CIGNA Health Corporation and CIGNA Dental Health, Inc. In Arizona, HMO plans are offered by CIGNA HealthCare of Arizona, Inc. In California, HMO plans are offered by CIGNA HealthCare of California, Inc. In Virginia, HMO plans are offered by CIGNA Healthcare of Virginia, Inc. and HealthCare of Mid-Atlantic, Inc. In North Carolina, HMO plans are offered by CIGNA HealthCare of North Carolina, Inc. All other medical plans in these states are insured or administered by Connecticut General Life Insurance Company. “CIGNA Tel-Drug” refers to Tel-Drug, Inc. and Tel-Drug of Pennsylvania, L.L.C.