

2021 Pharmacy Plan FAQ

1. Why is JM Family changing its pharmacy benefits service provider to Cigna Pharmacy?

Cigna is a leader in pharmacy benefits management and by having our medical, dental and pharmacy benefits with one service provider, these plans will be administered seamlessly and coordinated to work together. Enrolled associates will have a single member ID card for both medical and pharmacy benefits. Also, there will be one customer service phone number, portal (mycigna.com) and mobile app where all health benefits information will be accessible.

2. What happens to my current prescription with remaining refills?

To maintain continuity of care, we have arranged for Optum Rx to transfer all members' refillable mail order non-specialty drugs prescriptions to Express Script Home Delivery Pharmacy, a subsidiary of Cigna. In addition, Optum Rx will transfer all refillable mail order specialty drug prescriptions to Accredo Specialty Pharmacy, also a Cigna affiliate. The change to Cigna will not have an impact on the refillable status of your retail prescriptions.

3. Am I required to use the mail order program for a 90-day supply?

Cigna offers a service called *Cigna 90 Now* which makes it easier for you to fill a 90-day supply of a maintenance medication. This is a medication taken on a regular basis to treat an ongoing health condition like diabetes, high blood pressure, high cholesterol or asthma. If you choose to fill a 30-day supply, you can use any retail pharmacy in your plan's network. You have the option of switching to a 90-day supply at any time. If you choose to order a 90-day supply, you can use an in-network retail pharmacy that is approved to fill 90-day prescriptions. If it's more convenient, you also have the option to use Cigna's home delivery pharmacy. You can find information on the Cigna 90 Now program in HR Now (click [here](#)), by going to myCigna.com or calling 1-800-Cigna24 (1-800-244-6224).

4. I have already been through an authorization process with Optum Rx. Will I have to go through that process again with Cigna?

You won't need to repeat the process because Optum Rx will transfer all existing prior authorization information they have on file to Cigna.

5. Will there be a change in the cost for my medications?

It's possible your medication could have a lower or higher cost depending on Cigna's Formulary. Click [here](#) to view the formulary for 2021 in HR Now.

6. How do I enroll in Cigna's Mail-Order program?

Starting January 2021, you can use Express Scripts Pharmacy for home delivery of your prescriptions. Please send any new prescriptions you receive on or after January 1, 2021 to Express Scripts in one of the following ways:

- i. *Electronic* - For the fastest service, ask your doctor's office to send the prescription electronically to: Express Scripts Home Delivery, NCPDP 2623735.
- ii. *Fax* - Have your doctor's office call 1-888-327-9791 to request an order form to submit the prescription via fax.
- iii. *Mail* - Complete and send the order form with the prescription to: Express Scripts, P.O. Box 66301, St. Louis, MO 63166-6301. You can download and print the order form off the Express Scripts website which will be accessible through myCigna.com.

7. I have diabetes and take insulin. Does Cigna have a program that can assist with obtaining the prescription?

Cigna's *Patient Assurance Program (PAP)* is designed to lower your portion of the cost of your medication at time of purchase. A 30-day supply of a drug under the PAP will be capped at \$25 (\$75 for a 90-day supply). Click [here](#) or go online to HR Now for an overview of this program.

8. What happens if I don't have my new Cigna ID card by January 1, 2021?

In mid-December, new ID cards will be mailed to the homes of all enrolled associates. Your new card will include important pharmacy information and should be presented at your pharmacy when picking up prescriptions after December 31, 2020. If you haven't received your card before the New Year or need an extra one for your dependent, a card can be printed off myCigna.com or ordered by calling 1-800-Cigna24 (1-800-244-6224).

9. Will my HRA automatically pay for prescription costs as it does for medical expenses?

The HRA will only be used to pay medical expenses you may owe after a medical claim is processed. It will not be used towards your prescription drug co-pays.