



**CIGNA Pharmacy
Management**

900 Cottage Grove Road, B5PHR
Hartford, CT 06152
Facsimile 860.226.3535

**January 2008
Participating Pharmacy Newsletter**

MEDICARE ONLY UPDATES

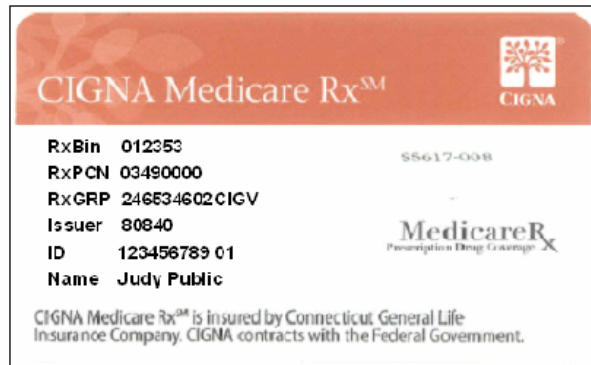
Products and Processing

Effective January 1, 2008, CIGNA added a new product to our Medicare line. This product, named CIGNA Medicare Access Plus Rx is a Private Fee-For-Service Plan that combines medical and pharmacy benefits for Medicare eligible members.

Below are pictures of the ID Cards for our CIGNA Medicare Rx and CIGNA Medicare Access Plus Rx products. Please note the differences in PCN as well as Member ID format and Call Center numbers although the pharmacy help desk number is the same for both products: 1-800-558-9363. It is important to remember that **all** CIGNA Member ID's are a total of 11 characters in length. This includes a 9 digit ID plus a 2 digit person code (usually 01 for Medicare members)

CIGNA Medicare RxSM

ID Card Front

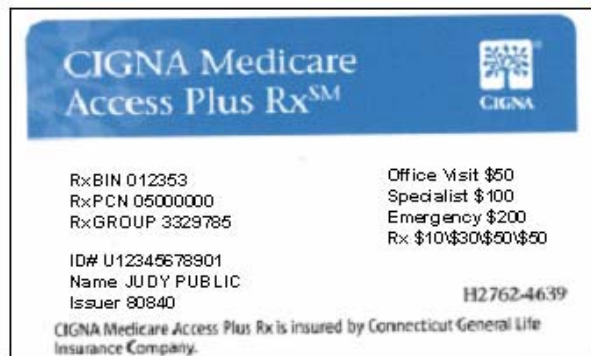


ID Card Back



CIGNA Medicare Access Plus RxSM

ID Card Front



ID Card Back



January 2008

Participating Pharmacy Communication

Reminders

**CIGNA Medicare Rx Long-Term Care (LTC) Pharmacy Rebate Reporting
Rebate Information Due by February 11th for Third Quarter 2007**

The Centers for Medicare and Medicaid (“CMS”) requires that LTC pharmacies fully disclose all rebates and discounts received from drug manufacturers, related to the Medicare Part D program, to Part D Plan Sponsors. In order for CIGNA HealthCare to meet its reporting obligations to CMS, please be sure to submit rebate information to us for the reporting period July 1 – September 30, 2007 (3rd Quarter 2007) by February 11th.

All rebate information must be submitted in the file layout found in Exhibit A of the Medicare Part D Addendum. Rebate information should be formatted in Microsoft Excel® and submitted via CD to the following address:

CIGNA Pharmacy Management
900 Cottage Grove Road B5PHR
Hartford, CT 06152
Attn: Pharmacy Audit Manager

Please contact the Pharmacy Audit Manager at (860) 226-1550 if there are any questions.

COMMERCIAL & MEDICARE PHARMACY UPDATES

Processing claims for members without an ID Card

If a Participant has a letter stating that he or she has active coverage but has not yet received a CIGNA HealthCare or CIGNA Medicare Rx ID Card, attempt to adjudicate the claim as eligibility may have been loaded to the systems. If eligibility cannot be determined through the Online System, call the appropriate telephone number per below:

- ◆ CIGNA HealthCare 1.800.CIGNA.24 (1.800.244.6224)
- ◆ CIGNA Medicare Rx 1.800.222.6700
- ◆ CIGNA Medicare Access Plus 1.800.577.9410
- ◆ CIGNA Pharmacy help desk 1.800.558.9363 (for any other questions/issues)

Contacts

- ◆ For contracting questions or to request a copy of the CIGNA HealthCare MAC List please send an email to pharmacynetworkoperations@cigna.com.
- ◆ If you have questions about our Audit Program please send an email to pharmacyaudit@cigna.com.
- ◆ For pharmacy questions on Medicare Part D, please call 1-800-558-9363.
- ◆ For more helpful information, visit our website at:
 - Commercial business - www.cigna.com/pharmacists
 - CIGNA Medicare Rx - www.cigna.com/sites/cignamedicare/index.html.

Connecticut General Life Insurance Company contracts with the federal government. CIGNATURE Rx is insured by Connecticut General Life Insurance Company. “CIGNA Pharmacy Management” refers to various operating subsidiaries of CIGNA Corporation. Products and services are provided by these operating subsidiaries and not by CIGNA Corporation. These operating subsidiaries include Connecticut General Life Insurance Company, Tel-Drug, Inc., Tel-Drug of Pennsylvania, L.L.C., and HMO or service company subsidiaries of CIGNA Health Corporation