

# Complex conditions. Personalized service.

Use Accredo, a Cigna Healthcare specialty pharmacy.



At Accredo, you're the #1 focus. Managing a complex medical condition isn't easy. As part of your Cigna Healthcare<sup>SM</sup> pharmacy benefit, you have access to Accredo<sup>®</sup>, a Cigna Healthcare specialty pharmacy. Accredo's team of specialty-trained pharmacists and nurses can provide you with the personalized care and support you need to manage your therapy. They'll also fill and ship your specialty medication to your home (or location of your choice).<sup>1</sup>

## Three ways Accredo supports you.

### I. Personalized care and support.

- 24/7 access to pharmacists and nurses with experience and training in complex medical conditions.
- Access to a wide range of personalized care services – including counseling, help managing side effects and one-on-one guidance from a clinician on how to administer your medication.
- Accredo works with your doctor to help make sure you're getting the care and medication you need.
- Connect with Accredo by text, phone and/or online resources – whatever is easiest for you.

### 2. Making it easy for you to get your medication.

- Easily manage your medication from your mobile phone, tablet or computer.
- Fast shipping, at no extra cost to you – even medications that need special handling, like refrigeration.
- Get the extra supplies you need (like syringes and a sharps container) at no extra cost to you.
- Get refill reminders to help make sure you don't miss a dose.
- Refill certain prescriptions by text.<sup>2</sup>
- Get real-time updates once Accredo ships your order.<sup>3</sup>

### 3. Help understanding your plan's coverage and medication costs.

- Many specialty medications need approval from Cigna Healthcare before your plan will cover them. **Accredo will help you and your doctor's office** work through that process.
- Access to a dedicated team that coordinates third party **copay assistance** if you need help paying for your medication.

#### What's a "specialty pharmacy"?

A specialty pharmacy fills specialty medications, which are used to treat complex medical conditions like multiple sclerosis, hepatitis C and rheumatoid arthritis. They're typically injected or infused and may need special handling (like refrigeration).

## Individual and Family Plans

Cigna Health and Life Insurance Company or its affiliates



## Some of the conditions Accredo supports:

- Age-related macular degeneration
- Alpha-1 antitrypsin deficiency
- Anemia
- Severe asthma
- Cancer
- Crohn's disease
- Cystic fibrosis
- Deep vein thrombosis
- Growth hormone deficiency
- Hemophilia
- Hepatitis C
- Hereditary angioedema
- Hereditary tyrosinemia
- Immune deficiency
- Lysosomal storage disorders
- Multiple sclerosis
- Neutropenia
- Orphan and ultra-orphan conditions
- Osteoarthritis
- Osteoporosis
- Psoriasis
- Pulmonary arterial hypertension
- Respiratory syncytial virus
- Rheumatoid arthritis

### Two easy ways to manage your specialty medication.

1. **Log in to the [myCigna® App](#) or [myCigna.com](#).** Click on the Prescriptions tab and select My Medications. We'll automatically connect you to your Accredo online account.
2. **Go to [Accredo.com](#).** You'll be asked to create an account to get to your dashboard. You'll need an Accredo Rx number to log in. That means you won't be able to do this until you've filled a prescription with Accredo.



### Get started with Accredo.

Call **877.826.7657**

M–F 7:00 am–10:00 pm CST

Sat 7:00 am–10:00 pm CST



This information is for educational purposes only and is not an insurance solicitation.

1. As allowable by law. For medications administered by a health care provider, Accredo will ship the medication directly to your doctor's office.
2. The ability to refill prescriptions by text is only available for certain medications. To get text messages, you'll have to sign up for Accredo's texting service. You can do this when you call Accredo to refill your prescription. Once you sign up, simply reply to their welcome text to get started. Standard text messaging rates apply.
3. You'll see your first order in the myCigna app or website once Accredo ships it.

Plans contain exclusions and limitations and are not available in all areas. For costs and details of coverage, review your plan documents.

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