

Member Choice Cigna 90 Now

Better customer experience starts with choice.



When it comes to getting access to the right pharmacies, customers want options and convenience.¹

A pharmacy network designed to boost engagement and avoid surprises.

Member Choice Cigna 90 Now puts customers in control of where they fill their 30- and 90-day maintenance medications, so they can choose the pharmacy location and pharmacist care team that works best for them.

With pharmacists playing an increasingly important role on the care team, there's opportunity to drive better patient adherence, clinical outcomes, satisfaction and overall health care savings.

FAQ.

How does it work? Customers choose from two complete 30- and 90-day networks, with either CVS Pharmacy or Walgreens as the main retail anchor.

- **30-day network:** Access to more than 55,000 in-network regional and independent pharmacies.⁵
- **90-day network:** Access to more than 30,000 in-network regional and independent pharmacies.⁶

Are network selections made at the subscriber level, or the individual level? Every covered member in the household can choose the pharmacy network that works best for them.⁷

When can customers switch networks? Customers have the option to change anchors once during the plan year and at other certain events, such as relocation.

How are networks determined?

- **Clients:** Clients have an option to choose a designated anchor. Cigna HealthcareSM will review six months of utilization data to assign a default network. This network will be assigned to customers who have no personal utilization.
- **Customers:** Cigna Healthcare will review six months of customers' utilization data and assign them the network they use most often. If there is no utilization, we will place the customer in the client assigned network.

Did You Know?

77% of people see pharmacists as an integral member of their health care team.²

Can a customer change the assigned network? Existing customers can make a change before renewal or go-live* by calling Cigna Healthcare or by visiting MyCigna.com post go-live. Customers can also change their network chain (CVS or Walgreens) upon certain events, such as relocation. And then they can change their network on a yearly basis.

Are 90-day benefit designs available? Yes, clients can elect either a voluntary or exclusive benefit design for 90-day maintenance medications. This plan design feature determines whether filling the 90-day supply is required at one of the 30,000+ pharmacies in the network.

- **In-store and home delivery options:** Customers can fill 90-day maintenance medications at an in-network retail 90-day pharmacy, including Express Scripts[®] Pharmacy.
- **Opportunities for savings:** Moving to 90-day fills for maintenance medications can drive cost savings³ for customers and improved prescription adherence.⁴

A team-based approach.

Having a pharmacist on your members' care team can help drive better patient adherence, clinical outcomes and satisfaction. It's part of Cigna's Healthcare's whole-person, value-based care approach.

Member Choice Cigna 90 Now

Members have access to a large network that includes local pharmacies, grocery stores, retail chains and wholesale warehouse stores, in addition to their preferred anchor retail pharmacy.

Anchor Option 1	Anchor Option 2
CVS Pharmacy	Walgreens
30-day supply: 55,000 pharmacies 90-day supply: 30,000 pharmacies	30-day supply: 55,000 pharmacies 90-day supply: 30,000 pharmacies
Voluntary or Exclusive 90-day supply benefit design available at one of 30,000 pharmacies. Network excludes Walgreens.	Voluntary or Exclusive 90-day supply benefit design available at one of 30,000 pharmacies. Network excludes CVS Pharmacy.

Member Choice Cigna 90 Now offers more choice to customers and more flexibility to clients, minimizing disruption.

Contact your Cigna Healthcare Representative today to learn more.



* Customers who are new to Cigna Healthcare will not be able to make changes before go-live.

1. What Healthcare Consumers Want Today, Forbes, 2022. <https://www.forbes.com/sites/forbestechcouncil/2022/06/03/what-healthcare-consumers-want-today/>.
2. The Prescription of Trust, Columbia University Mailman School of Public Health, 2021, https://www.publichealth.columbia.edu/sites/default/files/the_prescription_of_trust_final.pdf.
3. Savings based on moving from one-month supply to three-month supply. Your savings may vary based on plan design.
4. Internal Cigna Healthcare analysis performed 2021. Individual/client aggregate results will vary.
5. CVS Pharmacy 30-day Network and Walgreens 30-day Network, as of April 2023. Subject to change.
6. CVS Pharmacy 90-day Network and Walgreens 90-day Network, as of April 2023. Subject to change.
7. Members aged 13+ can self-select their pharmacy network in myCigna.com®.

Product availability may vary by location and plan type and is subject to change. All group health insurance policies and health benefit plans contain exclusions and limitations. For costs and details of coverage, contact a Cigna Healthcare representative.

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