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Welcome! Starting July 1, 2020, Cigna will administer the City of Waterbury's pharmacy benefits, as well as your medical and dental benefits. We look forward to helping you with your health and prescription medication needs.

Here's some important information you should know.

- **We're sending you a new Cigna ID card.** You'll use this new ID card for both your medical and pharmacy coverage. **On July 1st, please replace your current ID card with your new ID card.** Be sure to use your new card every time you fill a prescription. Your pharmacist will need to use the new BIN, PCN and Rx Group number located in the lower left corner of the card to access your benefits.

If you have dental benefits with the City, your Cigna Dental ID card won't be affected. Please continue to use your current Cigna dental ID card when you go to the dentist.

- We'll transfer your pharmacy claim history and any prior authorizations you have (if applicable) to Cigna. We'll also move any active prescriptions you have on file at Express Scripts Pharmacy[®] to our home delivery pharmacy.
- **Cigna's pharmacy network is comparable to Express Scripts' network.** It includes all local Waterbury pharmacies, grocery stores, retail chains and wholesale warehouse stores – all places where you may already shop. To see if your pharmacy is in Cigna's network, go to **Cigna.com** and click on "Find a Doctor, Dentist, or Facility." You can also ask your pharmacist if they're in-network.
- Starting July 1st, you'll be able to access all of your plan's coverage information – pharmacy, medical and dental – on the **myCigna[®]** App or website. If you don't have an account, go to **myCigna.com** and click "Register Now," or download the App* and sign up.

Questions?

Please call **800.Cigna24 (800.244.6224)**. We're here 24/7/365. If it's easier, you can chat with us online on the myCigna website, Monday-Friday, 9:00 am – 8:00 pm EST. We can currently chat about your medical or dental coverage. Once your pharmacy benefits start on July 1st, we'll be able to chat about your pharmacy coverage as well.

Sincerely,
Cigna Pharmacy Management[®]

* The downloading and use of the myCigna App is subject to the terms and conditions of the App and the online stores from which it is downloaded. Standard mobile phone carrier and data usage charges apply. Actual App features available may vary depending on your plan and individual security profile.

Para obtener ayuda en español llame al número en su tarjeta de Cigna.

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