

**City of Waterbury**  
**Cigna Pharmacy Integration-7/1/2020**  
**Frequently Asked Questions - FAQ's**

1. **I have prescriptions with refills at my local pharmacy; will I need to contact the pharmacy to give them my new coverage information?**
  - a. Yes. In order for the pharmacy to process any refill **after 7/1** they will need to file the claim with Cigna instead of Express Scripts (ESI). This means they will need the new Cigna Identification numbers located on the lower, left corner of your NEW ID card.
  
2. **I currently use the mail order program with Express Scripts and Cigna uses Express Scripts for their mail order program, do I need to do anything when we switch?**
  - a. Your information is all being transferred from Express Scripts to Cigna which includes any active prescriptions you may be filling via the mail-order program or through the specialty pharmacy, Accredo. Cigna uses the Accredo pharmacy as well so the transition should be very smooth.
  
  - b. Due to privacy laws, the credit card, FSA or HAS debit card on record with ESI **will not** transfer to Cigna. So, you will need to update this information to your record on [www.mycigna.com](http://www.mycigna.com)
  
3. **Didn't Cigna acquire Express Scripts; aren't they the same company now?**
  - a. Since the acquisition, Cigna has been adopting "best practices" from Express Scripts. Two programs Cigna will be utilizing from ESI are their Specialty Drug Program (Accredo) and the Home Delivery program, but they remain separate businesses.  
  
Not all Express Scripts customers use Cigna and not all Cigna customers use Express Scripts.
  
4. **Will my co-pay change?**
  - a. The move from ESI to Cigna does not change your co-pay. Your co-pay and plan design are a function of Collective Bargaining.
  
  - b. If your medication is now on a different Cigna pharmacy tier the co-pay will reflect this.
  
5. **Will I still be able to get the same prescription I have now with the same brand and quantity?**
  - a. There is a Cigna formulary, which is slightly different from the ESI formulary. If a medication you are taking is not on the Cigna formulary, a formulary disruption letter will be sent to you by Cigna Pharmacy prior to 7/1.

If you have a question with regards to the formulary **after July 1, 2020** you can contact Cigna at 800.Cigna24 (800.244.6224) which is available 24/7/365 or you can chat online on the [www.myCigna.com](http://www.myCigna.com) website, Monday-Friday, 9:00am-8:00pm EST.

**6. If I get a disruption letter who do I call for more information?**

- a. You have several choices.  
It is recommended you speak with your physician and/or pharmacist who will be familiar with alternative medications that are available.
- b. If it is **after** July 1, 2020 you can reach out to Cigna Pharmacy at 800.Cigna24 (800.244.6224) which is available 23/7/365 or you can chat online at [www.myCigna.com](http://www.myCigna.com) website, Monday-Friday, 9:00am-8:00pm EST.
- c. If you are an active employee you can call Pension & Benefits at (203) 574-6844 or if you are a retiree you can call the Medicare Team at (203) 574-6830.

**7. Who do I call if I have a problem at the pharmacy? They are saying I am not covered.**

- a. If you are an Active employee, please contact the Pension and Benefits Office. If you are a Medicare Retiree, contact the Medicare Team.

**Remember, the Plan is effective July 1 and not before, so if a pharmacist tries to check eligibility prior to the effective date, the plan and eligibility will not be up and running yet and will show no coverage.**

**8. Can I get more than a 30 day prescription fill at my retail pharmacy?**

- a. Yes, at select Cigna participating pharmacies.

This is a **NEW** program offered by Cigna Pharmacy called Cigna 90Now. This program allows you the opportunity to pick up more than one month's supply at these select participating retail stores. Check on-line or call Cigna to find participating pharmacies.

- b. There is a 90Now flyer available on the Pension & Benefits website that explains the program.

**9. Who do I call if I cannot get the same prescription I got before?**

- a. Please contact your Physician regarding the prescriptions they have prescribed.

At any time, **after July 1, 2020** you can contact the Cigna Pharmacy Team at 800.Cigna24 (800.244.6224) which is available 23/7/365 or you can chat online on the [www.myCigna.com](http://www.myCigna.com) website, Monday-Friday, 9:00am-8:00pm EST.

If you, your pharmacist or physician continue to have an issue or concern, you can contact Pension & Benefits at (203) 574-6844 or if you are a retiree you can contact Maureen Torrence at (203) 574-6830.

**10. I did not get my ID card(s) what should I do?**

- a. Contact the Pension and Benefits Office. They will verify your address and order new cards. The City provides updated address and coverage information to Cigna when you notify us that something has changed
- b. If you are registered on mycigna.com you can access your cards right from the website or from the Cigna App which can be downloaded to your phone. Your ID card is electronically at your fingertips!

**11. Can I continue to get my Diabetic Supplies and Equipment through the pharmacy plan?**

- a. Yes, using your pharmacy coverage is the best way to obtain your diabetic medication and supplies.

Note, in some cases a vendor may bill the medical plan directly for some equipment which is considered Durable Medical Equipment (DME). DME items (and there are many) are always credited toward the deductible.

Cigna will make sure that if any diabetic equipment is coded and billed as DME, it will be paid as it always has, at 100%. This requires a manual process within Cigna, so please let us know if you experience any issues.

**12. Will the history of my past prescriptions, prior authorizations, and refills be transferred to the Cigna System?**

- a. Yes, your prescription history will be electronically transitioned from ESI to Cigna.
- b. Any prescriptions that you may have a Prior Authorizations (PA) on file with ESI will also be transferred and remain in effect.

NOTE: If you have an approved ESI Prior Authorizations in place but it's due to expire on or close to 7/1, an extension will be granted to 9/1 to allow for you to discuss the PA with your physician and determine if an updated authorization and approval need to be requested through Cigna Pharmacy.

- c. Active prescriptions you receive through mail-order will continue but you will need to contact Cigna with your method of payment as this will not be transferred to Cigna from ESI.

**13. I know there are utilization management programs in place with ESI. Will these programs continue with Cigna?**

Yes, but there may be a few differences.

- a. If you have an approved ESI Prior Authorization (PA) in place for a prescription you are currently taking, that will remain in place. Any PA you have that is due to expire on or near 7/1 will be granted an extension to 9/1/2020 so you have an opportunity to discuss your continued need for the PA and to allow your physician time to work with Cigna to request a new PA.
- b. Sometimes there are medications that are in the same drug class but may be more cost effective for you and for the plan. When a medication falls within the Step Therapy (ST) review category, Cigna will work with your physician to determine the best option for you.

**NOTE:** If you have an active Step Therapy prior authorization for a current medication, this prior authorization will continue for as long as you are taking this medication.

- c. Prescriptions for Opioids are always carefully monitored and reviewed, as are any physicians who may be overprescribing or where multiple prescriptions may be processed through different pharmacies. Due to their highly addictive qualities this drug category is monitored carefully for everyone's protection.

**14. I am a Waterbury Teacher and want to know if these AUM programs apply to me?**

- a. **Yes, effective September 1, 2020** these programs will be a part of your pharmacy plan. The purpose of utilization management programs is to keep you and family members safe and to help you and the plan keep expenses at more reasonable levels.
- b. Since this is all new to you and you may have questions about how the utilization management programs work and what will happen with current prescriptions you are taking, we recommend you discuss all medications you are taking with your physician.

**15. Do these utilization programs apply to retirees in City Pharmacy Plans?**

- a. Yes. These AUM programs were in place with Express Scripts and will continue with Cigna.

**16. I am in the City's Medicare Supplement Plan. Does this change impact me in any way because I was not covered by an Express Scripts plan?**

- a. No, your pharmacy plan is not changing as it is currently being administered by Cigna.
- b. You will however need to watch for your NEW Cigna ID card as some of the information located in the lower, left corner of the card has changed for the City with the full integration of pharmacy into Cigna.
- c. You are already part of the 90Now program where you can obtain a 90 day supply at select retail pharmacies and you can continue to access the Cigna Home Delivery Program.

**17. Is there a booklet or benefit summary that I can review?**

- a. Yes. Summaries of Benefit Coverage will be made available on the Pension & Benefits website prior to 7/1.

**NOTE:** The Cigna/Express Scripts mail-order flyer is located on the Pension & Benefits Website. Go to: [www.waterburyct.org/benefits](http://www.waterburyct.org/benefits)