

Specialty medications delivered to your door.

Filled by Accredo's specialty pharmacy.

When it comes to specialty medications, you need a pharmacy that's focused in complex medical conditions like yours. That's why your plan only covers certain specialty medications if you fill them through Accredo®'s specialty pharmacy.¹

At Accredo, you're the number one focus.

Accredo will deliver your specialty medication to your home, workplace or doctor's office² – or even to a vacation location – to make sure you have it when and where you need it. And their team of specially trained pharmacists, nurses and clinicians work together to give you the personalized care and support you need to manage your therapy.

- Get personalized care services
- Talk to a specially-trained pharmacist, nurse and/or clinician, 24/7
- Learn how to work through side effects
- Find ways to help pay for your medications, if needed
- Get standard shipping, at no extra cost³
- Sign up for refill reminders
- Easily manage your medications by phone or online⁴



Call Accredo today.

877.826.7657

M–F 7:00 am–10:00 pm CT

Sat 7:00 am–4:00 pm CT

Be sure to call Accredo about two weeks before your next refill so they have time to get a new prescription from your doctor's office.



Learn more about Accredo.

Go to Cigna.com/specialty. Be sure to check out the video to learn more about the personalized care and support Accredo provides.

Frequently asked questions about using Accredo.

Q: Do I need to fill my specialty medication through Accredo?

A: Yes. Your plan only covers specialty medications if you fill them through Accredo.

Q: After I place an order, how long will it take for me to get it?

A: Once Accredo gets your order, you should get it in two to three days. To help make sure you don't miss a dose, please be sure to call Accredo about two weeks before your next refill so they have time to get a new prescription from your doctor's office.

Q: Are the medications Accredo fills the same quality as what I'd get at a retail pharmacy?

A: Yes. All medications are approved by the U.S. Food and Drug Administration (FDA). If you have any questions about the medication you get, call Accredo. They're happy to review your medication with you.

Q: How safe is it to have Accredo ship my medication?

A: It's very safe to fill your medication through Accredo. Accredo will ship your order by UPS or FedEx. The packaging is designed to protect your privacy and stand up to bad weather and warm temperatures. They'll also provide refrigeration if your medication needs it. Accredo will ship to your home or workplace – or even to a vacation location – to make sure you get your medication when and where you need it.

Q: Where can I have my order shipped?

A: Accredo can ship your order to your home or another address in the U.S., Guam, Puerto Rico, or the U.S. Virgin Islands.

Q: How much does shipping cost?

A: There's no extra cost for standard shipping. However, there is an extra cost for rush delivery of your order.

Q: What are my payment options?

A: You can pay by debit or credit card (American Express, Diners Club International, Discover, Mastercard or Visa), with your checking account, or through a flexible spending account (FSA). You can set up automatic payments and update your payment preferences online.

Q: Does Accredo offer payment assistance?

A: Yes. You have access to a dedicated team at Accredo that will help coordinate copay assistance and other options if you need help paying for your medication.

Q: Can I manage my specialty medications online?

A: Yes, as long as you already have a prescription at Accredo. Log in to the **myCigna® App**⁵ or **myCigna.com**[®] and click on the Prescriptions tab. Select My Medications from the dropdown menu and click the button next to your medication name. We'll automatically connect you to your online Accredo account.

Q: What do I do if I have a question about my medication?

A: You can talk with an Accredo pharmacist at any time, 24/7, at **877.826.7657**. Accredo pharmacists are trained to provide clinical support for complex conditions that require specialty medications.

Q: How can I be sure that Accredo will fill my prescriptions correctly?

A: All prescriptions are filled by licensed pharmacists. They follow the same state and federal legal requirements that retail pharmacists do.

Q: Can Accredo help me manage my condition?

A: Yes. They'll help you work through side effects, check in with you and your doctor to see how your therapy's going, help you get your medications approved for coverage and more.



1. Cigna HealthcareSM maintains an ownership interest in Accredo's specialty pharmacy services.

2. As allowable by law. For medications administered by a health care provider, Accredo will ship the medication directly to your doctor's office.

3. Standard shipping costs are included as part of your prescription plan.

4. You'll see your medication listed online as soon as Accredo ships it.

5. App/online store terms and mobile phone carrier/data charges apply. Customers under age 13 (and/or their parent/guardian) will not be able to register at myCigna.com.

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

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