



Cigna is committed to being there for our clients and their employees.

Ensuring the health and safety of our clients, customers and our employees is our top priority. Access to prescription medications is an important consideration at this and any time, and we have taken steps to ensure customers can continue to have peace of mind.

Supporting our clients and customers during the COVID-19 pandemic

Cigna is well prepared to ensure we can meet the medication needs of our members so they can stay healthy. Our drug sourcing teams have a long-established risk monitoring tool that maps the origins of drug products around the globe and allows us to monitor supplies and adjust our inventory procurement to mitigate shortages. We have been monitoring this situation, and have made adjustments to our procurement to ensure we have adequate inventories to meet demands.

Customers can have peace of mind with their prescription medications by using home delivery, which offers free home delivery of up to 90-day supplies of prescription maintenance medications. Pharmacists are available 24/7 to answer questions, offer counseling and support, and assist with prescription orders. Members are encouraged to refill their medications responsibly. Call 800.835.3784 for more information on home delivery.

Refilling prescription medication too soon and prior authorizations

We understand our customers' concern and desire to be prepared in response to the threat of COVID-19. Standard refill policies, which allow members to refill or renew a prescription medication when 25%-35% of their current prescription is remaining, should help them stay on track with their medication. Implementing overrides prematurely could put a strain on the supply chain and disrupt current inventories. Present conditions do not call for us to enact early prescription refills, but we are monitoring the situation closely and will update our information and policy if or when the situation changes.

Effective immediately, we are extending prior authorizations for covered medications. This means that customers with an active Cigna Pharmacy prior authorization, for traditional or specialty medications with expiration between April 1 – June 1, 2020, will automatically have the prior authorization extended for 90 days. Customers do not need to take any action as dates will automatically be updated in our system.

We are committed to communicating more information as it is available.

If you have any questions, please do not hesitate to call your Cigna Representative.