

# TEL-DRUG RX<sup>®</sup> PHARMACY PROGRAM



Health and  
beauty products  
at **discounted prices!**\*

Just go to  
**[www.cigna.com](http://www.cigna.com)**  
and look for the link  
to **[drugstore.com](http://drugstore.com)**<sup>™</sup>

CONVENIENT HOME  
DELIVERY OF THE  
MEDICATIONS YOU  
TAKE REGULARLY



CIGNA HealthCare

CIGNA  
Tel   
Drug

## WE DELIVER RIGHT TO YOUR DOOR

Tel-Drug Rx is the home-delivery pharmacy program that's part of your CIGNA HealthCare plan.

- It's ideal for **maintenance medications** — prescriptions you take regularly to manage conditions like arthritis, high blood pressure, asthma or diabetes.
- You and your covered **family members** can use Tel-Drug Rx.
- Use it for **new** prescriptions, use it for **refills**.
- You'll **save time**. No trips to the pharmacy. No waiting in lines.
- You could **save money**, too. For the same medications and quantities, Tel-Drug Rx copayments may be lower than those at your pharmacy. But that depends on the type of benefit plan you have and where you live. To learn more, just **call us toll-free: 1.800.835.3784**.
- We can dispense up to a 90-day supply of your medication.
- Three **convenient** ways to order — online, by phone or by mail.
- We accept **major credit cards** for prescription and refill copayments. Ordering by mail? You can also pay by check or money order. Please do not send cash.

QUESTIONS?

1.800.835.3784

WWW.TELDRUG.COM

- Prompt, **confidential** shipping by **mail**. Overnight or two-day shipping is available at additional cost.
- No service charges, no charge for regular shipping. Just pay your copayment, as you would at the pharmacy.
- Orders requiring refrigeration are specially packaged and shipped by next-day delivery.

## TRY TEL-DRUG RX FOR YOUR NEXT REFILL

It's **easy** to switch to the convenience of Tel-Drug Rx.

- Just call us toll-free to **QuickSwitch<sup>SM</sup>** your current prescription. It only takes a minute and we handle everything for you — there's **no paperwork!**
- If you prefer to **order by mail**, follow the simple, quick instructions to place your order — **everything you need is in this kit.**
- Your medication arrives **at your door** — no weekly or monthly trips to the pharmacy.

When you receive your first order, you'll understand why thousands of CIGNA HealthCare participants depend on Tel-Drug Rx.

## WE DO EVERYTHING YOUR LOCAL PHARMACY DOES — AND MORE!

- Registered pharmacists fill your prescription.
- We **quality-check** and verify your order to ensure that the medication and dosage are correct for your condition.

- Whether you fill a prescription through Tel-Drug Rx or at your local CIGNA HealthCare participating pharmacy, the same nationwide system screens it for **interactions** with your other medications.
- We include a helpful **Patient Advisory** leaflet with your order. It describes your medication, how to take it and possible side effects.

QUESTIONS ABOUT  
MEDICATIONS, COSTS,  
COVERAGE OR  
DELIVERY?

**1.800.835.3784**

**WWW.TELDRUG.COM**

- Need **help**? Have a question? Just call us **toll-free** for Customer Service, 24-hour refill ordering and round-the-clock access to **emergency** pharmacy services.

## HOW TO ORDER YOUR FIRST PRESCRIPTION

### MAIL

1. Ask your doctor to write a prescription for up to a 90-day supply of your medication.
2. Complete both sides of the brief Patient Profile included with this kit.
  - Provide all requested information for each covered family member.
  - If you don't have this form, just call us:  
[1.800.835.3784](tel:1.800.835.3784).

- We may need to contact you if there's a question about your order. Be sure to include your home and work phone numbers and, if available, your e-mail address.

3. Include your doctor's original, handwritten prescription(s).
4. Enclose your Tel-Drug Rx copayment. You can enclose a check or, to charge it to your major credit card, give us your complete credit card number and the expiration date. Please do not send cash. Unsure of your **copayment amount**? Call us toll-free: [1.800.835.3784](tel:1.800.835.3784).
5. Mail the completed form, prescription and copayment in the postage-paid envelope provided.

## ONLINE

Use the Prescription Center at [www.cigna.com](http://www.cigna.com) to order your initial prescription online.

## NEED MEDICATION IMMEDIATELY?

Ask your doctor to write **two** prescriptions:

- One prescription for up to a 30-day supply. Have it filled at a local CIGNA HealthCare participating pharmacy so you can start your medication **right away**.
- Send us the **second** prescription immediately using the Patient Profile included in this kit. Your Tel-Drug Rx delivery will arrive within 14 days of when we receive your order.

## TO ORDER REFILLS

Your refill **order date** is on your Tel-Drug Rx prescription label and your invoice. You can order online, by phone or by mail.

■ **Internet:** Place your online refill order through the Prescription Center at [www.cigna.com](http://www.cigna.com).

You can order with confidence. The site is designed to safeguard your medical and credit card information.

■ **Toll-free phone:** Call [1.800.835.3784](tel:1.800.835.3784) 24 hours a day. Have your CIGNA HealthCare ID number, major credit card and prescription number ready.

■ **Mail:** Use the Tel-Drug Rx Order Form included with your medication.

■ Forget to order? Place your order right away, but call us to request **overnight** or **second-day** shipping which is available at an additional charge.

■ Refills remaining? That's on your Tel-Drug Rx prescription label. If you have **none** remaining, ask your doctor for a **new** prescription and send it to us with your completed Order Form and copayment.

## NO FORM? NO PROBLEM!

■ For additional Order Forms, just **call** us toll-free. Or **visit** our web site and print as many as you need.

■ When we ship your medications, we include forms for your next orders.

■ To order prescriptions for **other covered family members**, just complete a Patient Profile/Order Form like the one in this kit.

To request additional Patient Profiles, just call Customer Service toll-free or e-mail us at:  
<http://www.cigna.com/healthcare/contact.html>

## GENERICS OR BRAND NAMES?

Your Tel-Drug Rx prescription will be filled with a generic medication when available and medically appropriate.

- Your doctor can request that we fill your prescription with a **brand-name** drug by specifying that on the original prescription that you send to us.
- Choosing a brand name drug may mean a higher copayment, depending on your pharmacy plan.
- To check, just **call us** toll-free, **1.800.835.3784**. We'll tell you if the brand-name drug is covered by your plan and what, if any, additional copayment will be necessary.

## PLEASE REMEMBER

- Processing and shipping may take up to 14 days.
- For **faster** shipping, you can request overnight or second day delivery for an additional fee.
- For medications you need immediately, or for less than a 30-day supply, fill your prescription at a local CIGNA HealthCare participating **pharmacy**.
- Your doctor can authorize a **year's** supply by specifying three refills of a 90-day prescription. By law, Tel-Drug Rx can dispense only the quantity prescribed by your doctor.

# WE'RE HERE TO HELP

## ON THE PHONE

1.800.835.3784

- Customer Service **representatives** are available:

Monday - Friday, 6 a.m. to midnight CST.

Saturday, 8 a.m. to 5 p.m. CST.

- You can use our automated **voice-response** system 24 hours a day to:

Order **refills**.

Check the **status** of your most recent orders.

Get emergency pharmacy **assistance** — it's just like calling your family doctor after hours; we page a pharmacist who will call you back shortly. But if it's a medical emergency, always call 911 or your local emergency services department.

Get **answers** to your general questions — a Customer Service representative will call you back within one business day (except Sundays).

Just call [1.800.835.3784](tel:1.800.835.3784) to leave inquiries any-time, day or night.



## ONLINE

■ General information: [www.teldrug.com](http://www.teldrug.com)

■ E-mail: [www.cigna.com/healthcare/contact.html](http://www.cigna.com/healthcare/contact.html)

## ON THE JOB

See your company's benefits manager if you have a question about your health benefits or prescription drug coverage.

**1.800.835.3784**  
**WWW.TELDRUG.COM**

## YOUR TEL-DRUG ORDER FORM IS ATTACHED TO THE REPLY ENVELOPE.



\*At the time of this printing, the drugstore.com™ discount is not yet available to HMO and Flexcare plan participants in California.

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**CIGNA HealthCare**

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**Tel**   
**Drug**

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