

Welcome to CIGNA Pharmacy Management ... *the same benefits and some new features.*

As part of your health coverage transition from Great-West Healthcare to CIGNA, CIGNA Pharmacy Management will take the place of Express Scripts (ESI) as your pharmacy benefits manager, beginning November 1, 2009. We are committed to making this a smooth transition, with no interruption in your coverage.

Please read and save this important information. It lets you know what to expect and what you need to do. It also introduces you to some new services – just for you, from CIGNA.

No Changes to Your Prescription Drug List

There are no immediate changes to the list of generic and preferred drugs associated with your plan. However, new generic drugs will be added as they become available and, occasionally, there will be changes in drug prices.

You can view the drug list and look up cost information any time by visiting myCIGNAforhealth.com, beginning November 1.

A New Online Name and Drug Price Comparison Feature

MyGreatWest.com has a new address: myCIGNAforhealth.com. Just like always, you'll have convenient access to your pharmacy benefits, prescription drug list, claims history, and health and wellness tools.

Just type the new web address in your browser box on November 1, and save it to your *Favorites*. You'll have quick access to all of this great information plus a brand new feature that lets you price prescription medications and view generic or lower-cost options to brand-name medications. This tool takes into account your coverage and even shows the specific costs at the retail pharmacy options based on your ZIP code and CIGNA Home Delivery PharmacySM.

A New Replacement ID Card

You will receive a new identification card with the Great-West Healthcare and CIGNA Pharmacy names and claim information.

This replaces your current ID card and it is the one you'll need to present when ordering prescriptions on or after November 1.

We've included a temporary ID card. Please keep it just in case you don't receive your replacement card by November 1. If this happens, call the number on your current identification card and we'll send your new card right away. You can use the card with this letter until you receive your new one.



A New Pharmacy Network

The CIGNA pharmacy network includes approximately 99 percent of pharmacies in the current Great-West Healthcare network, including all major pharmacy chains. CIGNA is actively recruiting the remaining pharmacies, and we'll review our records in October. If the pharmacy you use won't be in the network by November 1, we'll contact you and send a list of network pharmacies near you. Even so, for those pharmacies that do not respond to network recruitment efforts, CIGNA will still accept and process prescriptions submitted by these pharmacies starting on November 1.

Continued Home Delivery of Your 90-Day Prescriptions

If you enjoy the convenience of home delivery service, and you have refills remaining, ESI will automatically transfer most prescriptions to CIGNA Home Delivery Pharmacy beginning November 1. When mailing a prescription, we recommend that you send those postmarked October 20, 2009 or later directly to CIGNA to avoid delays.

If you're interested in CIGNA Home Delivery Pharmacy service – and your benefit plan offers it – watch for more information about this option in October. It will explain how to order a 90-day supply of your medication by phone, by using the order form that will be included, or by downloading an order form from myCIGNAforhealth.com.

Please note that federal laws prohibit ESI from transferring prescriptions for controlled substances, such as pain medications, sleeping pills and compounded medications.

CIGNA will contact you if you take a controlled or compounded medication. Watch for a letter in October that outlines the steps you'll need to take to continue receiving your medication. You may need to get and submit a new prescription from your doctor. Check with your doctor if you're not sure whether your medication is considered a controlled substance or a compounded medication.

New Specialty Drug Program

CIGNA will contact you in October if you or a family member use high-cost, specialty drugs, such as those used to treat multiple sclerosis, hepatitis C or rheumatoid arthritis. In addition, CIGNA will send a separate communication in October with more information about CIGNA's specialty pharmacy program and existing eligible specialty drug prescriptions will be automatically transferred to CIGNA Specialty Pharmacy. A CIGNA specialty customer service representative will call to tell you more about this program, answer your questions and assist you with the transition.

Beginning November 1, 2009, please don't hesitate to call the phone number on your identification card if you have any questions about your pharmacy benefit plan. We look forward to serving you.

Sincerely,

Eric Elliott

President, CIGNA Pharmacy Management

Claims

If you have any outstanding claims for prescriptions filled prior to November 1, 2009 by ESI, avoid delays by submitting them to ESI no later than October 19, 2009.

Quick Tips for a Smooth Transition

1. Keep this packet. It includes important information, answers to frequently asked questions, and your temporary identification card – just in case you need it after November 1.
2. Watch for your replacement identification card and additional information from CIGNA in October.
3. Start using your new ID card on November 1.
4. Begin submitting all online and phone prescription orders to CIGNA, beginning 12 a.m. EST on November 1, 2009. Written refill and prescription requests postmarked after October 20, 2009 should be submitted directly to CIGNA Pharmacy Management.
5. Please refer to the attached document on *How to Get the Most From Your Prescription Coverage Plan*.



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