

DID YOU PAY UP FRONT FOR A COVERED PRESCRIPTION?

Your refund request begins here!



Requirements

This type of payment request (a personal drug claim) cannot be processed without the following items.

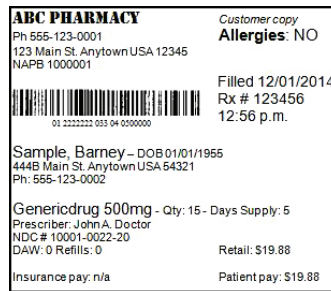
1. Your Cigna ID number
2. Your Cigna Group number
3. Detailed pharmacy-generated label receipts

Claims missing information may be denied or delayed.

Submitting receipts

For all prescriptions, label receipts must display:

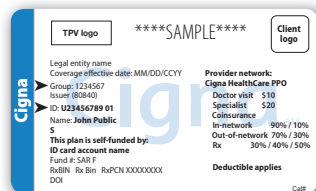
1. Patient's name
2. Fill date
3. Drug name and strength
4. 11-digit National Drug Code (NDC)
5. Quantity received and day supply
6. Pharmacy name and address
7. Pharmacy identifier (NABP or NPI #)
8. Prescriber's name
9. Cost of each medication (shown as paid in full)



Using the claim form

For a TIMELY response to your prescription refund:

- Use a Prescription Drug Claim Form, which has been designed for Cigna drug plans.
- Submit a separate form for each family member.
- Clearly write your Cigna ID number and the plan's group number on the claim form.
- Be sure that you are referencing your Cigna ID card (see example above).



Did you fill a compound prescription?

If you filled a compound prescription out-of-network:

- The compound receipt must show details for each prescription ingredient.
 - Example: Your compound product was made using three ingredients. The receipt should list ALL three ingredients in detail.
- If the compound prescription receipt does not itemize each prescription ingredient, we will not be able to process your request.
- A Universal Claim Form for a Compounded Medication can be accepted in place of a Cigna claim form.

Important: Customers who send paper claims for In-network compound purchases may receive a lower refund. Compounds should be billed by the pharmacy, and paper claims are not necessary.

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