

Member Choice Network Design

Member Choice puts customers in control of where they fill their 30-day and 90-day medications, so they can choose the pharmacy location and pharmacist care team that works best for them. By giving more choice to customers and more flexibility to clients, Member Choice minimizes disruption.

How it works.



Cigna HealthcareSM assigns a designated network at the client level based on anchor chain utilization,¹ with either CVS Pharmacy or Walgreens as an anchor, with access to 55,000 pharmacies.²



Existing customers can make a change before renewal or go-live³ by calling Cigna Healthcare or by visiting myCigna.com post go-live. Customers can also change once per calendar year and for events, such as relocation.



Customer receives communication before go-live with existing default anchor assignment and details about how to change, if necessary.



The customer can choose between two retail anchors.⁴



CVS Pharmacy
anchor



Walgreens
anchor



Customers can easily make their choice by calling the 800 number on the back of the ID card, for each covered member of their household.⁵



Customer enjoys access to in-network local pharmacies, grocery stores, retail chains, wholesale warehouse stores, designated retail anchor and their affiliated pharmacies.

77% of people see pharmacists as an integral member of their health care team.⁶



With Cigna Healthcare's whole-person, value-based approach, having a pharmacist on your members' care team can help drive better patient adherence, clinical outcomes and satisfaction.

1. The client's current designated network may dictate the customer's assigned network if there is no fill history.

Customers without recent claims are matched to the client-chosen default anchor.

2. CVS Pharmacy 30-Day Network, and Walgreens 30-Day Network, as of April 2023. Subject to change.

3. Customers who are new to Cigna Healthcare will not be able to make changes before go-live.

4. The CVS Pharmacy retail anchor excludes Walgreens (and its affiliate pharmacies.) The Walgreens retail anchor excludes CVS Pharmacy (and its affiliate pharmacies).

5. Customers who are 13+ will be able to make network selections in myCigna.com.

6. The Prescription of Trust, Columbia University Mailman School of Public Health, 2021.

Product availability may vary by location and plan type and is subject to change. All group health insurance policies and health benefit plans contain exclusions and limitations. For costs and details of coverage, contact a Cigna Healthcare representative.

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Policy forms: OK - HP-APP-1 et al., OR - HP-POL38 02-13, TN - HP-POL43/HC-CER1V1 GSA-COVER, et al. (CHLIC).

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