

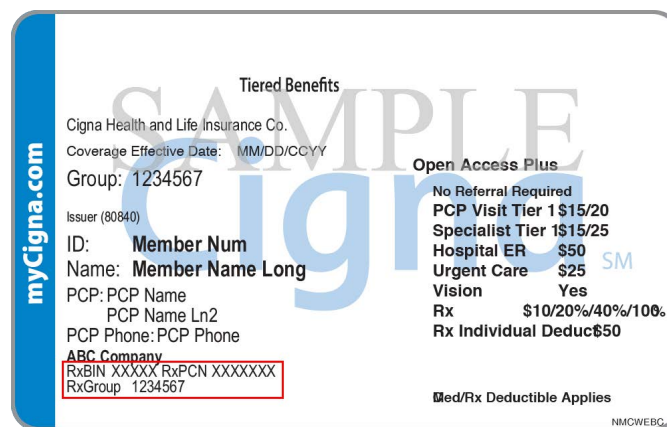
USE YOUR NEW CIGNA ID CARD AT THE PHARMACY



To access your pharmacy benefits.

You should have recently received a new Cigna ID card in the mail. We want to remind you of some important information about your new ID card.

- > **Use your new ID card every time you fill a prescription.** It has important information on it that the pharmacy needs to process your prescription.
- > **Throw away your old ID card.** It no longer works.
- > **Your pharmacists will need to use the BIN, PCN, and Rx Group number** on your ID card to access your benefits and process your claim.
- > **If you forget your ID card, you can access it using the myCigna® app.** You can also download and print a temporary Cigna ID card from the myCigna website.



Questions?

Call the number on your new Cigna ID card. You can also chat with us online on the **myCigna** website, Monday–Friday, 9:00 am–8:00 pm EST.

Accessibility Assistance

If you are an individual with a disability who requires assistance to access Cigna's services you can call us at 1 (800) 853-2713. Please provide the Customer Service Representative with information about the nature of the request, as well as your contact information, such as an email, address, or telephone number where you can be reached.

Together, all the way.®



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