

**Express Scripts Pharmacy, a Cigna Company**, is a U.S. home delivery pharmacy program available within the United States.

To manage your existing home delivery prescriptions, go to [Express Scripts](#) and register using the information on your Cigna (US) ID card. Please always use the member number called "Cigna ID n°" on your Cigna (US) ID card for care in the US.

To order a new home delivery prescription, you can make a request by mail or telephone or your doctor can request electronically.

### How to mail your prescription order:

1. Request a prescription from your doctor:
  - Request a prescription, from your doctor or other prescriber, for a 90-day supply with refills (you can either post the paper prescription or your doctor can send it electronically). You can **expedite this process** by asking your doctor's office to send your prescription electronically to Express Scripts Home Delivery, NCPDP 2623735 or via fax to reduce your waiting time for prescriptions. Have your doctor call 888.327.9791 for faxing instructions, if needed. If your doctor's office handles the request electronically you do not need to follow step 2.
2. Request by mail:
  1. Download the order form (PDF)
  2. Include your delivery address
  3. Updated health conditions and allergies information
  4. Include payment information (credit card or US checking account)
  5. Include your prescription (either mailed by you or sent by your doctor see above)
  6. Mail the completed order form and prescription to:

**EXPRESS SCRIPTS PHARMACY**  
PO BOX 66301  
ST LOUIS, MO 63166-6301

3. Call to request a new prescription order:
  1. Have your Cigna ID n°, medication, prescriber's name and payment information ready.
  2. In the U.S., call 1.800.835.3784, and outside the U.S., 001.605.373.0100.
  3. We will request a prescription from your prescriber for a 90-day supply with refills. You can **expedite this process** by asking your doctor's office to send your prescription electronically to Express Scripts Home Delivery, NCPDP 2623735 or via fax to reduce your waiting time for prescriptions. Have your doctor call 888.327.9791 for faxing instructions, if needed.

**Note:** Delivery of new prescriptions takes about 10-14 days from the date your order is received. Delivery via USPS standard mail is free, and medications requiring refrigeration will be expedited overnight at no additional cost. If you prefer, two-day and overnight delivery options are available at an additional cost. Note that these options only expedite carrier delivery time, not order processing.

### SPECIALTY PHARMACY

Accredo, Cigna's Home Delivery Specialty Pharmacy may be a more convenient way to receive your specialty medication within the United States. Specialty drugs are drugs used to treat rare and/or complex conditions. If you've been prescribed a specialty medication, consider using Accredo, a Cigna specialty pharmacy. If you are taking specialty medication and have already had a prescription filled by Accredo, [click here to register](#). If you are taking a specialty medication and are interested in using Accredo, please call Cigna customer service using the number on your ID card for assistance.

"Accredo" refers to Accredo Health Group, Inc. is a trademark of Express Scripts Strategic Development, Inc.