

Cigna acquires Express Scripts

For Health Care Providers

December 20, 2018

Dear Provider,

We are pleased to share with you that on December 20, 2018, Cigna concluded the purchase of Express Scripts. Together, Cigna and Express Scripts will improve choice, predictability, affordability and quality of care through more integrated and personalized solutions that advance whole person health.

No changes to your current processes or reimbursement

There will be no immediate changes to our working relationship or processes with you as a result of the combination. More specifically, there are no immediate changes to:

- The formulary and pharmacy network aligned to your patients' plans
- The process you use to process prescriptions
- Plan benefits and programs – including pharmacy plans, plan designs, health improvement programs and networks
- Patient referrals to network participating providers, facilities and vendors
- Fee schedules or how you're reimbursed
- How you verify eligibility and benefits, check claim status, or submit precertification requests
- Claim submission addresses and electronic data interchange (EDI) payer ID numbers
- Telephone numbers and contacts
- Websites

Please continue to refer to the patient ID card for current benefit and contact information as you do today. As a company focused on total health and well-being, we believe that our personalized solutions will enhance our partnership with providers by helping you better manage customer care and create greater alignment to improve health outcomes through deeper medical, behavioral, and pharmaceutical insights. We also believe this combination will better support the whole person, and that our integrated capabilities with Express Scripts will maximize value, affordability, and choice for our customers and clients.

Ongoing communication

Please review our [Frequently Ask Questions](#) (FAQs) for answers to many questions you may have about your relationship with the combined company. As the integration progresses and updates become available, we will proactively communicate any future changes through normal channels, including newsletters, email, website postings and/or mailed notifications.

Our relationship with you remains a top priority. We look forward to partnering with you to ensure consumers have expanded access to high quality, affordable health coverage.



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