Whether you are going on assignment, already in your new location, coming home to visit or have family members back home, you can take advantage of Cigna Pharmacy Management. We make it easy and convenient to fill your prescriptions before you leave and while you are on assignment. Below are some commonly asked questions regarding your prescription medications. If you have additional questions, feel free to call our service center at the phone number on your Cigna ID card. Our service team is available to help you 24 hours a day, seven days a week.

Frequently asked questions

Receiving prescription medication outside the United States

Why do I need to think about my prescription medication before I leave on assignment?

You may find that certain countries have specific laws around you bringing medications into the country. These laws may include limits, exclusions of some medications, and even restrictions on forms of medications, such as powders or liquids which may not be allowed to enter the country. In your country of assignment, you may also find that certain medications are not available locally, dosages may differ and the level of safety and oversight of medications can vary. Simply put, you may not be able to receive the medication you need. If you have any questions or concerns about travel restrictions or the availability of a prescription medication, you can call us at the phone number on your Cigna ID card.

Are there steps I can take to receive assistance before I leave for assignment?

Yes. There are different steps to take depending on whether or not you have received a Cigna ID card.
Have you received your Cigna ID card?

If you have not received a Cigna ID card please follow these instructions.

1. Your employer can provide you with the login credentials.
3. Select “I do not have a Cigna ID/Pre Assignment tools” from the menu.
4. The next screen will ask you to enter your client ID and password.
5. Once you have logged in, you will be able to complete the pre-assignment assistance questionnaire and access country guides to learn more about your destination.

After you complete the appropriate assessment, a member of our medical team may reach out to further assist you. You can also call our service team at the phone number on your Cigna ID card.

Is it possible to receive 12 months of prescriptions before I leave?

When possible, you may be able to take advantage of 12-month prescriptions before leaving the United States, through Cigna Home Delivery Pharmacy℠. Please be aware that due to state and federal laws, some controlled medications cannot be filled for more than one month at a time or may have other distribution limits. To learn if your prescriptions can be filled for 12 months and if there are any associated travel restrictions, please call our service center at the phone number on your Cigna ID card.

What do I do if I need a prescription filled when I am abroad?

If you receive a prescription from a local doctor while on assignment, you may be able to fill it locally. If you have any questions, please contact our service center at the phone number on your Cigna ID card. Our customer service team will help you identify available options. Please be aware that medications prescribed in foreign countries can only be filled in the country where the prescription is written. For example, if you have a medication that was prescribed by a doctor in China, it cannot legally be filled in the United States. Likewise, a prescription written in the United States cannot be filled in a pharmacy outside of the United States. We also encourage you, when possible, to plan visits with your provider in the United States for any new prescriptions. Please fill prescriptions during your time in the United States, but if you have any questions or concerns about travel restrictions, you can call us at the phone number on your Cigna ID card.

If you have received a Cigna ID card please follow these instructions:

2. If you have not registered for Cigna Envoy®, you will need to do so now using your Cigna ID number. Select “I have not registered yet.”
3. If you have already registered, use your ID number and password to log in. Select “I have an existing login” from the menu.
4. Logging in will bring you to the homepage.
5. Click on the “Complete Health Assessment” located under “Health & Well-Being” at the bottom of the page.
Filling your prescription with Cigna Home Delivery Pharmacy

How can I receive my medication when in the United States?

Cigna Home Delivery Pharmacy is a convenient and easy way for you to receive your medication when in the United States. This service offers a number of advantages, including a three-month supply of medication at one time, as well as having it delivered directly to your home at no additional cost.

What are the benefits of Cigna Home Delivery Pharmacy?

Cigna Home Delivery Pharmacy is a convenient alternative to filling your prescriptions at the pharmacy. Not only does it save you time by skipping the lines in the store, but it may also save you money.

Can I use Cigna Home Delivery Pharmacy if I already have a prescription with another pharmacy?

Yes. If you already have a prescription with another pharmacy in the United States, you can transfer it to Cigna Home Delivery Pharmacy.

How long will it take to fill a new prescription?

For new orders, please allow five to seven business days after Cigna Home Delivery Pharmacy receives your request. Refills ship within two business days of receiving your request. You can have your prescriptions shipped to any address in the United States, Puerto Rico, and U.S. Virgin Islands – home, work or any other alternative, including a PO box. Standard shipping of prescription medications is free of charge.

How can I place an order with Cigna Home Delivery Pharmacy?

Placing an order with Cigna Home Delivery Pharmacy is easy and convenient. If you have a mailing address in the United States or an APO address, you can request that Cigna Home Delivery Pharmacy contact the U.S.-based physician for a copy of the prescription.

To place an order yourself, please download an order form by logging in to CignaEnvoy.com. Select “Mail Order Pharmacy” under the “Find Health Care” tab. You can mail your prescription and order form to:

Cigna Home Delivery Pharmacy
PO Box 1019
Horsham, PA 19044, USA
or call 800.622.5579

Filling your prescription with a traditional pharmacy

Can I fill my prescriptions at any pharmacy in the United States?

Yes, you can fill your prescription (written by a U.S. physician) at any U.S. pharmacy. However, you may pay more for your medication when filling your prescription at an out-of-network pharmacy. In the United States, you have access to approximately 67,000 in-network pharmacies.

What are the benefits of visiting an in-network pharmacy?

Customers enjoy substantial discounts of both brand and generic medications when filled at in-network pharmacies.

Will I need to pay for my prescription medication when I visit an in-network pharmacy?

When you visit one of these pharmacies, we will also pay the pharmacy directly for our portion of a covered purchase, which eliminates the need to file a claim. You are only responsible for paying the remaining balance (copay, coinsurance, etc.) based on your specific plan benefits.

Should I transfer my prescriptions to an in-network pharmacy if my current pharmacy is not part of the Cigna pharmacy network?

Yes. You are encouraged to transfer your prescriptions to an in-network pharmacy. This allows us to pay the pharmacy directly for covered purchases.

To transfer your prescriptions to an in-network pharmacy, please contact the pharmacy directly.
Easy access to quality health care around the world.

Cigna Pharmacy Management is available 24/7/365.