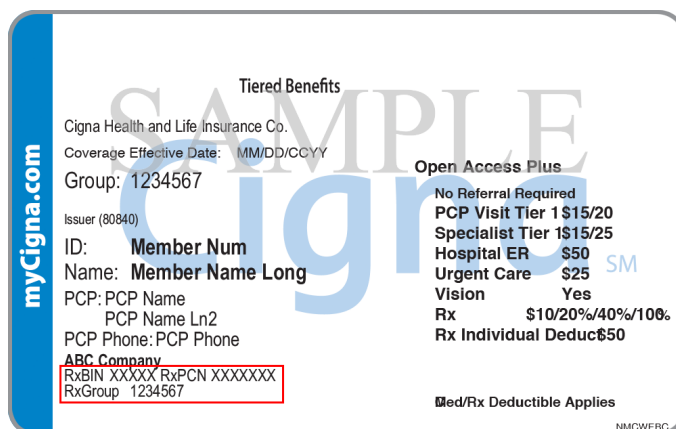# USE YOUR NEW CIGNA ID CARD AT THE PHARMACY

To access your pharmacy benefits.

You should have recently received, or will soon receive, 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 once you receive your new ID card.**

> **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.

> **Remind your pharmacy to update their files.** If a claim is denied, ask the pharmacy if they used the correct BIN and PCN numbers:

  • **BIN** – 017010
  • **PCN** – 0518GWH

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.

Together, all the way.®