

# Kroger Health Removal from Cigna Commercial Pharmacy Networks effective January 1, 2023

Kroger Health (Kroger) is part of Cigna's various pharmacy networks. As a normal course, Cigna conducts contracting discussions with network pharmacies to deliver expected pharmacy discounts to clients and affordable rates to customers. During this process Kroger decided to decline participation in Cigna's commercial networks, despite multiple attempts to maintain our long-standing partnership.

As a result, we are beginning the process of removing Kroger – **and its affiliated pharmacies** – from all Cigna commercial pharmacy networks, effective **January 1, 2023**.

This action ensures customers' prescriptions are kept at an affordable and predictable level. And for clients, it ensures that we're delivering on the cost-management commitments that come with our negotiated pharmacy discounts.

Exclusive Limited Distribution Drugs are not impacted by this network pharmacy removal.

## Are Kroger-affiliated pharmacies impacted?

Yes. In addition to Kroger pharmacies, the network removal includes:

Baker(s) Pharmacy	City Market	Copps Food Center Pharmacy
Dillon Pharmacy	Fred Meyer Pharmacy	Fry's Pharmacy
Gene Maddy	Gerbes Pharmacy	Harris Teeter Pharmacy
Jay C Plus Pharmacy	King Sooper Pharmacy	Mariano's Pharmacy
Metro Market Pharmacy	Owen's Pharmacy	Payless Pharmacy
Pick N Save Pharmacy	Postal Prescription Svcs	QFC Pharmacy
Ralph's Pharmacy	Scott's Pharmacy	Smith's Food And Drug Smith's Pharmacy
Kroger Specialty Infusion	Kroger Specialty Pharmacy	Axium Healthcare De Puerto Rico

## How will impacted customers be notified of this change?

We will look back 120 days and will inform impacted customers via a letter or email in the coming weeks so they have ample time to find a new pharmacy.

Cigna Pharmacy networks include thousands of local pharmacies, grocery stores, retail chains and wholesale warehouse stores – all places where they may already shop.

Impacted customers can log into the myCigna.com Price a Medication tool to find in-network pharmacies near them or use a Cigna home delivery pharmacy such as Express Scripts® Pharmacy or Accredo.

Sample customer letter is available.

## What if customers continue to fill prescriptions at Kroger?

If impacted customers choose to continue filling their prescription at Kroger Pharmacies on or after January 1, 2023, the cost of their prescription will not be covered at the in-network benefit level by their plan. Customers may be told by the pharmacist that Kroger is no longer

in their Cigna Pharmacy network. In that case they will need to switch to an in-network pharmacy for continued coverage at the in-network benefit level under their plan. Our call centers will be ready to guide customers through a smooth transition to a new in-network pharmacy.

### **What are next steps?**

Kroger Pharmacies are welcome to stay in Cigna networks and we look forward to ongoing discussions with them. In the meantime it is important that our customers, especially those taking maintenance and specialty medications, receive coverage at a predictable cost. If you have any questions about this change, please don't hesitate to reach out.

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