

aetna[®]

Your pharmacy, as near as
your mailbox

Aetna Rx Home Delivery[®]





Our mail-order pharmacy may save you time and money

Enjoy the benefits of your mail-order pharmacy

Do you have a chronic condition like arthritis, asthma, diabetes, high blood pressure or high cholesterol?

Do you regularly take prescription medicine to treat these kinds of conditions or diseases?

These types of drugs are called maintenance medicine. Aetna Rx Home Delivery can fill and refill them for you through the mail.

Get more, save more

- Get up to a 90-day supply sent to your home or any location you choose.
- Depending on your plan, you may pay less by using this service.

Quality service

- Pharmacists check all prescriptions for accuracy and can answer questions anytime, day or night.
- Shipping is quick and confidential. Standard shipping is always free.

Place your first order today

Step 1

Ask your doctor to write TWO prescriptions.

- **Prescription #1:** Is for a one-month supply. Fill it at a local retail pharmacy. With this short-term supply, you will have enough of your medicine on hand to see you through until your first Aetna Rx Home Delivery order arrives.
- **Prescription #2:** Is typically for a 90-day supply (with three refills). Send this one to Aetna Rx Home Delivery.

Step 2

Choose one of these ways to submit your order:

- 1. Mail** — Mail us your prescription for a 90-day supply along with a completed order form. The form is attached to this brochure.
- 2. Fax** — Ask your doctor to fax in your new prescription with your completed order form. The fax number is also on the form. Make sure your doctor includes your member ID number, your date of birth and your mailing address on the fax cover sheet. Only a doctor may fax a prescription.
- 3. Phone** — Call us toll-free: **1-888-RX-AETNA (1-888-792-3862)** or **TDD: 1-800-823-6373**. With our Aetna Rx Courtesy StartSM program, we will contact your doctor to attempt to get a new prescription. Your doctor may require you to schedule a visit before he or she will write you a new prescription. After we reach out to your doctor, please allow adequate time (up to seven days) for us to receive a reply. To help this process move quickly, we highly recommend you alert your doctor to expect our outreach.

Note: When you fill out an order form, make sure you complete the method of payment section. We need to know what credit card to charge or debit card to deduct from. You can also use your health savings account or flexible spending account as a form of payment.

Ordering refills is easy

You can order refills:

- 1. Online** — Visit your secure member website found on your ID Card. Once you are logged in, click the link for pharmacy. You can order refills, track your order and more.
- 2. By phone** — Call Rx Member Services toll-free at **1-888-RX-AETNA (1-888-792-3862)**. Have your member ID number, your prescription number and your credit card number ready.
- 3. By mail** — Send in the reorder form that you received with your last order. Mail it back with your payment. The reorder form will also tell you when you can place your next refill order.

Questions and answers

Who can I call if I have any questions?

For questions about your order or your prescription drug coverage, call Rx Member Services toll-free at **1-888-RX AETNA (1-888-792-3862)**.

What prescriptions do I send to Aetna Rx Home Delivery?

Aetna Rx Home Delivery fills prescriptions for maintenance medicine. These are drugs that you may need to take on a regular basis for arthritis, asthma, diabetes, heart disease, high cholesterol or other chronic conditions.

When should I use a retail pharmacy?

If you have an acute condition like an infection, your doctor will prescribe a drug that you will take for a short amount of time.

Take this type of prescription to a local pharmacy. We recommend that you use Aetna in-network pharmacies. To find one near you, log on to your secure member website found on your ID card. Then click “Find a Doctor, Pharmacy or Facility.”

Can I fill a prescription for a controlled substance medicine by mail?

Yes. State and federal laws require that you mail in a written prescription from your doctor for this type of drug.

Shipping, costs and returns

How long does it take to receive my medicine order through the mail?

Generally, if your order is complete, you will receive it within 10–14 days from when Aetna Rx Home Delivery receives your order. You can request expedited delivery for an additional charge. There may be a delay if we need to contact your doctor.

To avoid delays: Make sure you fill out your order form completely, and that you send payment in full at the time you place your order.

How much do I owe for a prescription?

Use one of these ways to check on your costs:

- **Online** — Log in to your secure member website found on your ID card. Once logged in, Click “Get Drug Prices.”
- **Phone** — Call Rx Member Services toll-free at **1-888-RX-AETNA (1-888-792-3862)**.

How much are the shipping charges?

Standard shipping is always free. There is a shipping charge if you need quicker delivery.

We cannot accept returned medicine

If you have any questions about our order return policy, call Rx Member Services toll-free at **1-888-RX-AETNA (1-888-792-3862)**. Our customer service representatives are available to answer your questions. **In most cases, we are unable to provide refunds for returned medicine.**

About your prescriptions

Are 90-day supplies the standard amount sent through the mail?

That depends on your doctor and your plan. You may only get medicine in the amount that your doctor prescribes. If your doctor writes a prescription for a 30-day supply with three refills, you will only get one 30-day supply at a time.

Check with your doctor to see if he or she can write a 90-day supply. Also, check with your plan. To find out what your maximum days’ supply is, call Rx Member Services toll-free at **1-888-RX-AETNA (1-888-792-3862)**.

Do prescriptions expire?

Most prescriptions, including refills, expire within one year (sometimes sooner) from the day they are written. If this happens, you must get a new prescription from your doctor — even if your prescription label still shows refills remaining.

What is your policy on generic substitution?

Talk to your doctor about generic drugs. Generics have been approved by the U.S. Food and Drug Administration (FDA) as safe and effective. They contain the same active ingredients in the same amounts as brand-name drugs. And they usually cost a lot less.

Pharmacy law usually allows generic substitution. We may substitute a generic for a brand-name medicine, unless your doctor indicates not to. If you want to receive the brand drug, ask your doctor to write your prescription for brand only.

Note: Depending on your plan, you may pay more for a brand-name drug.

Aetna Pharmacy Management administers, but does not offer, insure or otherwise underwrite the prescription drug benefit portion of your health plan and has no financial responsibility therefor. Aetna Pharmacy Management refers to an internal business unit of Aetna Health Management, LLC. Aetna Rx Home delivery refers to Aetna Rx Home Delivery, LLC, a subsidiary of Aetna, Inc., which is a licensed pharmacy providing prescription services by mail.

When you provide a check as payment, you authorize us to use information from your check either to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day you make or we receive your payment. You will not receive your check back from your financial institution.

Information is believed to be accurate as of the production date; however, it is subject to change. For more information refer to your secure member website found on your ID card.



C Tell us about the people getting prescriptions. If there are more than two people, please complete another form.

1st person with a refill or new prescription.

Spanish forms and labels

LAST NAME

FIRST NAME

M

Suffix (JR,SR)

NICKNAME

Gender: M F

Date of birth: MM-DD-YYYY

Your e-mail: _____ Date new prescription written: _____

Doctor's last name

Doctor's first name

Doctor's phone #

Tell us about **new** health information for 1st person if never provided or if changed.

Allergies: None Aspirin Cephalosporin Codeine Erythromycin Peanuts Penicillin Sulfa Other: _____

Medical conditions: Arthritis Asthma Diabetes Acid reflux Glaucoma Heart problem High blood pressure High cholesterol Migraine Osteoporosis Prostate issues Thyroid Other: _____

2nd person with a refill or new prescription.

Spanish forms and labels

LAST NAME

FIRST NAME

M

Suffix (JR,SR)

NICKNAME

Gender: M F

Date of birth: MM-DD-YYYY

Your e-mail: _____ Date new prescription written: _____

Doctor's last name

Doctor's first name

Doctor's phone #

Tell us about **new** health information for 2nd person if never provided or if changed.

Allergies: None Aspirin Cephalosporin Codeine Erythromycin Peanuts Penicillin Sulfa Other: _____

Medical conditions: Arthritis Asthma Diabetes Acid reflux Glaucoma Heart problem High blood pressure High cholesterol Migraine Osteoporosis Prostate issues Thyroid Other: _____

D Special instructions: _____

E How would you like to pay for this order? (If your copay is \$0, you do not need to provide payment information.)

- Electronic check.** Pay from your bank account. (You must first register online or call Customer Care.)
- Bill Me Later[®]** Works like a credit card. (You must first register online or call Customer Care.)
a PayPal service
- Credit or debit card.** (VISA[®], MasterCard[®], Discover[®], American Express[®], including FSA/HRA/HSA debit cards)
 - Fill in this oval to use your card on file.
 - Fill in this oval to use a new card or to update your card expiration date.

CARD NUMBER

Exp. Date MMY Y

Check or money order. Amount: \$ _____ . _____

- Make check or money order out to Aetna Rx Home Delivery.
- Write your Member ID number on your check or money order.
- If your check is returned, we will charge you up to \$40.

Payment for balance due and future orders: If you chose electronic check, Bill Me Later[®], or a credit or debit card, we will also use it to pay for any balance that you owe and for future orders unless you provide another form of payment.

Fill in this oval if you **DO NOT** want to use this payment method for future orders.

I authorize Aetna Rx Home Delivery to bill my credit card for any out-of-pocket costs or special shipping costs in effect at the time my order is filled.

Credit card holder signature/Date

Regular delivery is free and will take 10 to 14 days from the day you send this form.
If you want faster delivery, choose:

- 2nd business day (\$17)** Business days are only Monday-Friday
- Next business day (\$23)** Monday-Friday

- Faster delivery charges may change.
- Faster delivery is for shipping time, not processing time.
- Faster delivery can only be sent to a street address, not a PO Box.



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