

Quality health plans & benefits  
Healthier living  
Financial well-being  
Intelligent solutions

**aetna**<sup>®</sup>

Your pharmacy, as near as  
your mailbox

**Aetna Rx Home Delivery**<sup>®</sup>

[www.aetna.com](http://www.aetna.com)





## 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. You can also visit [www.aetna.com](http://www.aetna.com) and log in to your Aetna Navigator® secure member website. Or you can go right to [www.aetnavigators.com](http://www.aetnavigators.com). Once logged in, click the link to “Aetna Pharmacy.”
- 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 Start<sup>SM</sup> 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.

**Health benefits and health insurance plans are offered, administered and/or underwritten by Aetna Health Inc., Aetna Health Insurance Company of New York, Aetna Health Insurance Company and/or Aetna Life Insurance Company (Aetna). In Florida, by Aetna Health Inc. and/or Aetna Life Insurance Company. In Maryland, by Aetna Health Inc., 151 Farmington Avenue, Hartford, CT 06156. Each insurer has sole financial responsibility for its own products.**

## Ordering refills is easy

### You can order refills:

- 1. Online** — Visit [www.aetna.com](http://www.aetna.com) and log in to your Aetna Navigator secure member website. Or you can go right to [www.aetnavigators.com](http://www.aetnavigators.com). Once logged in, click the link to “Aetna 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 Aetna 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, visit [www.aetna.com](http://www.aetna.com) and log in to your Aetna Navigator secure member website. Or you can go right to [www.aetnavigators.com](http://www.aetnavigators.com). Once logged in, 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.

### Where can I find an order form?

There is one included with this brochure. You can also get forms online. Visit [www.aetna.com](http://www.aetna.com) and log in to your Aetna Navigator secure member website. Or you can go right to [www.aetnavigators.com](http://www.aetnavigators.com). Once logged in, click the link to “Aetna Pharmacy.”

### How much do I owe for a prescription?

Use one of these ways to check on your costs:

- **Online** — Visit [www.aetna.com](http://www.aetna.com) and log in to your Aetna Navigator secure member website. Or you can go right to [www.aetnavigators.com](http://www.aetnavigators.com). Once logged in, click the link to “Aetna Pharmacy.” Then 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.

Health benefits and health insurance plans contain exclusions and limitations. 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 about Aetna plans, refer to [www.aetna.com](http://www.aetna.com).

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