

Aetna Rx Home Delivery®

A pharmacy that fits your life

Home Delivery of Your Prescription Medications

Aetna Rx Home Delivery is Aetna's mail order prescription drug service.

Prescription medications can be ordered through Aetna Rx Home Delivery to treat chronic conditions or diseases such as:

- Arthritis
- Asthma
- Diabetes
- High cholesterol
- Heart conditions
- Hypertension

Aetna Rx Home Delivery offers you:

- **Convenience** — Quick, confidential shipping of your maintenance medications right to your home, place of work or any other location of your choice.
- **Ease of Use** — Our simple, two-step process makes ordering your maintenance medications easy.
- **Quality Service** — Registered pharmacists check orders for accuracy and are available 24 hours a day, 7 days a week in case of emergency.
- **Cost Savings** — Depending on your Aetna pharmacy benefits plan, you could **save money** by using Aetna Rx Home Delivery, and standard shipping is always free.

Get Started Today!

Start taking advantage of the benefits of Aetna Rx Home Delivery by following these two easy steps.

Step 1: Obtain a prescription from your doctor for each maintenance medication (typically a 90-day supply) that you or a family member is taking.

Step 2: Complete and mail the attached Aetna Rx Home Delivery **Order Form** and **Patient Registration Form** along with your new prescription(s) and payment to Aetna Rx Home Delivery.

OR: Have your doctor fax your prescription(s) and completed **Order Form** to 1-866-681-5166.

Note: Your shipment of medication(s) may be delayed if we do not receive payment in full at time of order or if your forms are not filled out completely.



Refilling Prescriptions

Ordering refills is easy. There are three methods to choose from:

1. By Mail

Complete the **Order Form** or the **Reorder Form** and mail with payment in full to the address listed on your form.

Order Forms are available online at www.aetna.com/aetnarxhomedelivery and the **Reorder Forms** will be included with your mail order shipments. Be sure to indicate on the forms which prescription(s) you would like to refill.

2. By Phone

Call Aetna Rx Home Delivery toll free at **1-800-7DOWDOW (TDD: 1-800-823-6373)**.

Provide your Aetna member ID number, your prescription number and your credit card number.

3. Online

Visit www.aetna.com/aetnarxhomedelivery, log in and **complete the information** requested. You can also track your prescription orders through this website.

When a prescription has no refills remaining, you will receive a **Prescription Renewal Form** with your final refill shipment.

Complete either the **Prescription Renewal Form** or the **Order Form** (available online at www.aetna.com/aetnarxhomedelivery).

Mail the form, new prescription and payment to Aetna Rx Home Delivery.

OR:

Have your doctor fax your prescription(s) to **1-866-681-5166**.

Customer Service

- To check the status of an order, place a refill or speak to a pharmacist, call us toll free at **1-800-7DOWDOW (TDD: 1-800-823-6373)**. Customer service representatives are available: Monday – Friday, 7 a.m. – 11 p.m.; Saturday from 8 a.m. – 9:30 p.m. and Sunday from 8 a.m. – 6 p.m., Eastern Time.
- Pharmacists are available 24 hours a day, 7 days a week to answer questions and provide emergency assistance, if needed.
- **Standard delivery is free.** For rush requests, we can ship your medications overnight to the address of your choice (for an additional cost).
- For questions about your pharmacy benefit, please call the Member Services number on your member ID card.

Important Information

- Prescriptions for medications to treat an acute condition, such as an infection, should be filled at your local participating retail pharmacy.
- You may only obtain medication amounts authorized by your doctor. For example, if your doctor writes your prescription for a 30-day supply with two refills, you will only receive one 30-day supply at a time. If your doctor writes a prescription for a 90-day supply with two refills, you will receive one 90-day supply at a time.
- In accordance with applicable law and our pharmacy policies, Aetna Rx Home Delivery can only dispense the brand-name version of certain medications, unless your doctor specifically prescribes the generic alternative by name. If you have questions, call us toll free at **1-866-353-1892 (TDD: 1-800-823-6373)**.
- Generally, your medication(s) will be delivered to you postage-paid 7 – 10 days from when we receive your order. If we need to contact you or your prescribing physician about your order, delivery may take longer. If you prefer rush delivery, medication(s) can be shipped overnight for an additional charge.
- In order for Aetna Rx Home Delivery to dispense Schedule II medications in any quantity greater than a 30-day supply, your doctor must write the diagnosis on the prescription. Some examples of Schedule II medications are Ritalin® (methylphenidate hcl), OxyContin® (oxycodone SR) and MS Contin® (morphine SR).
- To obtain estimated price information for your maintenance medications, go to Aetna Navigator™, Aetna's online self-service member website (www.aetna.com), and use the Estimate the Cost of Care tool, or call the toll-free number on your Aetna member ID card.

OxyContin and MS Contin are registered trademarks of Purdue Pharma L.P. Ritalin is a registered trademark of Novartis.

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Aetna Rx Home Delivery refers to Aetna Rx Home Delivery, LLC, a subsidiary of Aetna Inc., a licensed pharmacy providing mail-order pharmacy services. Aetna's negotiated charge with Aetna Rx Home Delivery may be higher than Aetna Rx Home Delivery's cost of purchasing drugs and providing mail-order pharmacy services.

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