

## Home Delivery of Your Prescription Medications

Staying well is easier with Aetna's mail order prescription drug service.

Order your prescription medications through Aetna Rx Home Delivery to treat chronic conditions or diseases such as:

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

## Aetna Rx Home Delivery offers you:

- **Convenience** — Quick, confidential shipping of your maintenance medications right to your home, your place of work or any other location you choose.
- **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 by getting a short-term supply of your maintenance medication at a local pharmacy. Then take advantage of the benefits of Aetna Rx Home Delivery by following these two easy steps.

**Step 1:** Get a prescription from your doctor for each maintenance medication (typically a 90-day supply) that you or a family member is taking. Please write your Date of Birth and Aetna Member ID on all documents, including prescriptions.

**Step 2:** Complete and mail an 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. Online

Visit [www.aetna.com/aetnarxhomedelivery](http://www.aetna.com/aetnarxhomedelivery). Once you log in, you can order refills, track your order and more.

### 2. By phone

Call Aetna Rx Home Delivery toll free at 1-800-227-5720 (TDD: 1-800-823-6373). Have your Aetna Member ID number, your prescription number, and your credit card number ready..

### 3. By mail

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

When a prescription has no refills remaining, you will receive a Prescription Renewal Form with your final refill shipment. Please get a new prescription from your doctor, then complete either the Prescription Renewal Form or the Order Form (available online at [www.aetna.com/aetnarxhomedelivery](http://www.aetna.com/aetnarxhomedelivery)). Mail the form, new prescription with your Date of Birth, and payment to Aetna Rx Home Delivery.

**Order Forms** are available online at [www.aetna.com/aetnarxhomedelivery](http://www.aetna.com/aetnarxhomedelivery) and **Reorder Forms** will be included with your mail-order shipments.

Each time you receive your medications from Aetna Rx Home Delivery, you will also receive a prescription receipt that indicates when you can place your next refill order. Please allow 14 days for the processing of your orders.

Please note that most prescriptions, including refills, expire within one year (sometimes sooner) from the date they are written. After the expiration date, you must get a new -prescription from your doctor, even if your prescription label still shows refills remaining.

## Customer Service

- To check the status of an order, place a refill order or speak to a pharmacist, call us toll free at 1-800-227-5720 (TDD: 1-800-823-6373). Customer service representatives are available Monday through Friday from 7 a.m. to 11 p.m., Saturday from 8 a.m. to 9:30 p.m. and Sunday from 8 a.m. to 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. You can reach a pharmacist by calling 1-800-227-5720.
- Standard delivery is free. Generally, your medication will be delivered to you within 14 days. If you submit insufficient information to process your order, or if we need to contact you or your physician, delivery could take longer. For expedited delivery, we can ship your medications overnight after normal process time for an additional charge.
- For questions about your pharmacy benefit, please call the Member Services number on your Aetna Member ID card.
- To estimate the cost of your medications, visit [www.aetna.com](http://www.aetna.com) and log into Aetna Navigator™. Look for the "Take Action on Your Health" tab, and then select "Cost of Care." The cost of your medications can be found on the "Prescription Drugs" link. You may also call the toll-free number on your Aetna Member ID card for medication cost information.

## 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 get 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. Maximum days' supply is determined by your plan.
- Using FDA-approved generic medications instead of brand- name drugs can help reduce your out-of-pocket costs. In accordance with pharmacy law, a generic medication may be substituted for brand medication, unless your doctor indicates otherwise on the prescription. If you would like to receive the brand-name medication, please ask your doctor to write your prescription for brand only.
- If you are taking a specialty medication, please contact Aetna Specialty Pharmacy toll free at 1-866-353-1892. If you are unsure if you are on a specialty medication, please visit [www.AetnaSpecialtyRx.com](http://www.AetnaSpecialtyRx.com) for more information.
- We are unable to accept medications for return. If you have any questions about our order return policy, please call Customer Service.

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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 services.

This material is for informational purposes only and is neither an offer of coverage nor medical advice. It contains only a partial, general description of plan benefits or programs and does not constitute a contract.

Aetna Rx Home Delivery now offers our customers the ability to make payments over the phone for balances due. If you would like to use this payment option, please let our Customer Service Associate know. Your bank account will be electronically debited for the balance due. The first time you use this service, our Associate will ask you to verify your name, address and some additional information to help us uniquely identify you and secure your transaction. You will then be asked to select a User ID and authorization number, which will be required for future "check by phone" transactions.

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] [we receive] your payment[, and you will not receive your check back from your financial institution].

Please note Aetna Rx Home Delivery's standard shipping practice is to send all medication orders on an account to the health plan subscriber. For example, a family member's order will be sent to the subscriber's address. If you wish to make alternative shipping arrangements please call Customer Service.

