



Your medicine mailed safe
and sound to you

Aetna Rx Home Delivery[®]
pharmacy

www.aetna.com



Quick tips to:

- Save time
- Get your first order
- Reorder, and more

Save time, and skip the pharmacy line

If you take medicine on a regular basis, here's a perk that can make your life easier.

With home delivery, you get:

- **Medicine in your mailbox** with no waiting in line
- **Free standard shipping** to wherever you choose
- **Complete privacy** with secure and unmarked packaging
- **More medicine at one time** with 90-day fills (or the most your plan allows)
- **Easy startup** and fast reordering

You and your safety come first

Registered pharmacists check each and every order. And if you have an emergency, you can call them anytime.

So let's get started.



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Your home-delivery pharmacy is for medicine you take *all the time*

Let's walk through it together.

- Do you have a chronic condition, like arthritis or high cholesterol?
- Do you regularly take medicine to treat this kind of condition?

If you answered "yes" to either question, you can fill and refill your medicine by mail. This service is for medicine you take on a regular basis. (We also call them maintenance drugs.)

Some examples:

- Blood pressure pills
- Asthma inhalers
- Cholesterol medicine

To learn how to place your first order, turn to page 4.

Your retail pharmacy is for medicine you take *sometimes*

Let's walk through it together.

- Do you have a short-term illness, like a cold or an ear infection?
- Will you only need medicine for a *limited time* to treat this issue?

If you answered "yes" to either question, you should fill your prescription at your local pharmacy.

Some examples:

- Cough medicine
- Antibiotics
- Eye ointment

Tip: To find a network pharmacy nearby, visit your member website at www.aetna.com.

How to place your first order

You have plenty of options for your convenience.

Get started on your own



Online

Log in to your member website at **www.aetna.com**. With just a few clicks, you can request home delivery. Or print out an order form that you or your doctor can complete.



Phone

Call us at the number on your ID card, and we can contact your doctor *for you*. But first, let your doctor know we'll be calling. It'll speed the process (which could take up to a week). And he or she may still want to see you before giving us your prescription.

Ask your doctor to help



Mail

Ask your doctor to write a prescription for 90 days' worth of medicine. Then mail it to us with your completed order form. (It's included with this brochure.) The address is right on the form.



Fax

Ask your doctor to fax your prescription with your completed order form. The number is right on the form. The cover sheet should include: your member ID number, date of birth and mailing address. *Note:* Only your doctor can fax a prescription.

Tip: Don't forget to fill out your method of payment. (It's easy to forget!) If you have a flexible spending account or a health spending account, you're welcome to use that, too.



You did it! Now your order is traveling safely to you.

How to reorder your medicine

Getting refills is even quicker — you have three easy options:

1. Buy online.

Just log in to your member website at **www.aetna.com**. It's your place to order refills, track orders, chat with a pharmacist and more.

2. Give us a call.

Gather a little info — your member ID number, credit card and prescription number. Then call us toll-free at **1-888-RX-AETNA (1-888-792-3862)**.

3. Mail us.

Each order comes with a reorder form. Lost the form? You can also print one at **www.aetna.com**.



Stop by your “home” for home delivery, **www.aetna.com**. Just select “Aetna Pharmacy” to get started, reorder, track packages and more.

Your top questions answered

My costs

Q: How much will I pay for my medicine?

A: To find out, log in at www.aetna.com and choose “Estimate drug costs.” Then, enter the first three letters of your medicine to see your price under your plan.

Q: Do I pay for shipping?

A: No way. Standard shipping is *always* free. But if you need your medicine sooner, you can pay a little extra.

My safety

Q: Is it really safe to get medicine in the mail?

A: It sure is. We ship your medicine in secure, unmarked packaging. And registered pharmacists check each and every order.

Q: Can I return medicine?

A: For your safety, no. But if you have concerns, just call us. Your satisfaction is our #1 goal.

My plan policies

Q: Can I fill a prescription for a controlled substance by mail?

A: You can. Please note that some state and federal laws may require you to mail in a written prescription from your doctor.

Q: How much medicine can I get at one time?

A: You can only get the amount your doctor prescribes. So if that's a 30-day supply with 3 refills, you can only get 30 days' worth at a time. You can certainly ask your doctor to write a 90-day prescription. And check with us, too. Your plan may have limits on how much you can get.

Q: Can my brand-name medicine be swapped with a generic?

A: We may substitute a generic for a brand-name medicine, unless your doctor writes “dispense as written.” But don't worry. Generics have the same ingredients as brand name, and are approved by the FDA as safe and effective. They may cost less, too.

Q: Does my doctor's prescription expire?

A: Most prescriptions expire within a year from the day your doctor writes them. So you'd need to get a new prescription from your doctor, even if the label shows refills remaining.

Quick ways to contact us

Start home delivery



on ID card



Log in at
www.aetna.com



1-877-270-3317
(your doctor)

Find an order form



Attached



Comes with
every order



Log in at
www.aetna.com

Order refills



1-888-792-3862



Log in at
www.aetna.com



Something else on your mind?

Just call us at the number on your ID card. Or log in to your member website at www.aetna.com.

Your medicine, your way.
Start using home delivery today.

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.

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