

Home Delivery of Your Prescription Medications

Staying well is easier with Aetna's mail-service pharmacy.

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

- Arthritis
- Asthma
- Diabetes
- High cholesterol
- Heart conditions
- High blood pressure
- And more

Aetna Rx Home Delivery offers you:

- **Convenience** — Fast, confidential shipping of your maintenance medications right to your home, your place of work or other location of your choice.
- **Ease of Use** — Our simple, two-step process makes ordering your maintenance medications easy.
- **Quality Service** — Registered pharmacists check all orders for accuracy and are available in case of emergency 24 hours a day, 7 days a week.
- **Cost Savings** — Depending on your pharmacy benefits plan, you could save money by using Aetna Rx Home Delivery. Plus, 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 with 3 refills) that you or a family member is taking.

Step 2: Complete and mail an Aetna Rx Home Delivery order & 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 forms that you have completed to 1-866-681-5166.

Note: Your shipment of medication(s) may be delayed if we do not receive payment in full at the time of your 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. 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

Send in the refill slip that you received with your last order and mail it back with your payment. This slip will also tell you when your next refill will be available.

Renewing Prescriptions

When a prescription has no refills remaining, follow these two easy steps to renew your prescription.

Step 1: Have your doctor sign the renewal form (sent to you in your final refill shipment) or get a new prescription.

Step 2: Complete and mail in the renewal form or an order form along with your new prescription(s) and payment to Aetna Rx Home Delivery. You may download an order form online at www.aetna.com/aetnarxhomedelivery.

OR: Have your doctor fax your prescription(s) and forms that you have completed to 1-866-681-5166.

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)*.
- Standard delivery is always free. Generally, your medication will be delivered to you within 14 days.
- Expedited delivery is available, after normal processing time, for an additional charge.
- Your order may be delayed if we need to contact your physician, do not receive payment in full at the time of your order or if your forms are not filled out completely.
- For questions about your pharmacy benefits, please call the Member Services number on your Member ID card.
- Use the Aetna Price-A-DrugSM tool to find out how much you can save by using Aetna Rx Home Delivery. Visit www.aetna.com and log on to the secure member site. Click "Take Action on Your Health." Then click "Cost of Care" and then "Prescription Drugs." Depending on your plan, this program provides either specific or estimated copay amounts for covered medications.

* 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 Standard Time.

Important Information

- Prescriptions used to treat an acute condition, such as an infection, should be filled at your local participating retail pharmacy. Aetna Rx Home Delivery only dispenses medications for chronic conditions.
- You may only get medication amounts as written by your doctor. For example, your doctor writes you a prescription for a 30-day supply with three refills. This means you will only get one 30-day supply at a time. If your doctor writes a prescription for a 90-day supply with three refills, you will get one 90-day supply at a time. Maximum days' supply is determined by your plan.
- New prescriptions will be processed and shipped once received. If you want the prescriptions held without processing, please include a note with instructions.
- 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.
- Using FDA-approved generic medications instead of brand-name medication 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. Depending on your plan design, you may be charged additional costs for choosing a brand name medication over a generic medication.
- Specialty medications are available through Aetna Specialty Pharmacy. If you are taking a specialty medication, please contact Aetna Specialty Pharmacy toll free at 1-866-353-1892. Please visit www.AetnaSpecialtyRx.com for more information.
- We cannot accept returned medications. If you have any questions about our order return policy, please call Customer Service.

Aetna is the brand name used for products and services provided by one or more of the Aetna group subsidiary companies. The Aetna companies that offer, underwrite or administer benefits coverage include Aetna Health Inc., Aetna Health of California Inc., Aetna Health of the Carolinas Inc., Aetna Health of Illinois Inc., Corporate Health Insurance Company and/or Aetna Life Insurance Company.

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.

Aetna Specialty Pharmacy refers to Aetna Specialty Pharmacy, LLC, a subsidiary of Aetna Inc., which is a licensed pharmacy that operates through specialty pharmacy prescription fulfillment.

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 or we receive your payment. You will not receive your check back from your financial institution.