

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

aetnaSM



Aetna Rx Home Delivery[®]

Get your prescriptions with
a healthy dose of convenience

www.aetnainternational.com

Getting your medications is now even easier

With Aetna Rx Home Delivery — Aetna's mail-order prescription drug service — you may be able to get up to a 90 day supply of your ongoing prescription medications delivered right to the doorstep of any U.S. location.

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

Plus, Aetna Rx Home Delivery offers you:

- **Convenience** — Fast, confidential shipping of your maintenance medications right to the doorstep of any U.S. location.
- **Ease of use** — The 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 U.S. 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 three 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.

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.

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 (TD: 1-800-823-6373). Have your Aetna Member ID number, prescription number and 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.

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.

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.
- 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.
- 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 medications 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 Aetna Rx Home Delivery Customer Service.

Whether you're at home or a world away — we are here for you

To check the status of an order, place a refill order or speak to a pharmacist, call Aetna Rx Home Delivery Customer Service toll-free at **1-800-227-5720 (TDD: 1-800-823-6373)**. Customer service representatives are available at the following times:

- Monday through Friday from 7 a.m. to 11 p.m. Eastern Time (ET)
- Saturday from 8 a.m. to 9:30 p.m. ET
- Sunday from 8 a.m. to 6 p.m. ET

For questions about your pharmacy benefits, please check your plan documents or call the Aetna International Member Service Center at the number on your member ID card.

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Providers are independent contractors and are not agents of Aetna. Provider participation may change without notice. Aetna does not provide care or guarantee access to health services. Not all health services are covered. See plan documents for a complete description of benefits, exclusions, limitations and conditions of coverage. Plan features are subject to change. Information subject to change. For more information about Aetna International plans, refer to www.aetnainternational.com.

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