

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 **1-800-227-5720 (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 **1-800-227-5720 (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 an additional fee, rush requests can be shipped using an overnight service once your order has been processed. Please allow 3 to 4 days for us to process your order.
- 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 1-800-227-5720 (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 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.

Aetna is the brand name used for products and services provided by one or more of the Aetna group of 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., Aetna Health Insurance Company of New York, 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 pharmacy 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.



Simply follow these easy steps to start using Aetna Rx Home Delivery®:

First Time Customers *New Prescriptions*

1. Complete Sections A, B and C of the Order Form.
2. Complete the Patient Registration Form.
3. Mail the Order Form and Patient Registration Form with your prescription(s) and method of payment to us.

Please mail all orders to:
Aetna Rx Home Delivery
P.O. Box 829518
Pembroke Pines, FL 33082-9913

Returning Customers *New Prescriptions or Refills of existing prescriptions*

1. Complete Sections A, B and C of the Order Form.
2. Complete the Patient Registration Form ONLY if your member information has changed.
3. Mail the Order Form and Patient Registration Form with your prescription(s) and method of payment to us.

Refill orders can also be placed by visiting www.aetna.com/aetnarxhomedelivery or by calling 1-800-227-5720 (TDD: 1-800-823-6373).

Method of Delivery: Standard
 Rush (additional charges apply)

SECTION A

Your Name	Your Aetna ID	Medicare Part B# (if you have one)		
Subscriber's Name	Subscriber's Employer	Subscriber's Aetna ID		
Home Address	City	State	ZIP	
Check here if home address is new <input type="checkbox"/>				
Day Phone	Evening Phone	Cell Phone	E-mail	
Shipping Address (If different than home address) Please note: Address information entered here will only be used for this order.				
Name	Address	City	State	ZIP

SECTION B

Name	Aetna Member ID	Medication Name and Strength	Prescribing Physician Name and Phone Number	Brand Only (X)	If Ordering a Refill: Enter Refill Numbers Below

We will automatically substitute FDA-approved generic medications for brand-name medications when (1) a generic equivalent medication is available and (2) your doctor's prescription instructions allow. If you **do not** want us to substitute a generic, you must check "Brand Only" above for the medication(s) you want dispensed as brand only.

In most instances, we are unable to provide refunds for returned medications. If you have questions about your order or our return policy, please call Customer Service at 1-800-227-5720.

SECTION C

To estimate the cost of your medications, visit www.aetna.com and log in to AetnaNavigator™. Look for the "Take Action on Your Health" tab, then select "Cost of Care." The cost of your medication 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.

Method of Payment: Make a check or money order payable to Aetna Rx Home Delivery or use your personal credit or debit card. Please do not send cash. Important Information:

- If you do not include a method of payment with your order and a previous order was paid for by credit or debit card, we will use that credit or debit card as the method of payment on this order.
- If you have an unpaid balance with our pharmacy this order may not be processed until payment is received.
- If you have a Flexible Spending Account (FSA) auto-debit feature, or are enrolled in an Aetna HealthFund® or Vital SavingsSM on Health plan, please provide a personal credit or debit card to cover any expenses that may exceed your account balance.
- If you are enrolled in an FSA, Health Savings Account (HSA) or Vital Savings on Health program and have a FSA/HSA/Vital Savings on Health debit card, you can use your card for payment (please also provide a personal credit or debit card to cover an expenses in excess of your account balance).
- Providing a credit or debit card will help prevent delays in order processing that result from insufficient payment.

MC/VISA/AmEx/Discover or debit card number	Expiration Date
FSA/HSA debit card number	Expiration Date
Cardholder Name	Signature

The credit and/or debit cards used in processing this order will be billed for medication order costs, rush shipping costs (if applicable) and any outstanding balances. They will also be billed for all future orders unless you provide a different form of payment.

Total amount enclosed (if paying by check or money order) _____

Patient Registration Form



PTR201001

Fill out the following section if this is your first order with Aetna Rx Home Delivery or if this information has changed.

Please complete the following for EACH family member covered under your Aetna pharmacy benefit. Select "None" for family members with no allergies or health conditions. For your convenience, this information will be included as part of your family's profile with Aetna Rx Home Delivery. We will use this information to check for potential drug interactions and allergies to medications.

For the fields below, mark with an (X) unless otherwise noted.

Member Information					Allergies				Health Conditions						
FAMILY MEMBER NAME	Spanish preferred*	Date Of Birth (MM/DD/YYYY)	Gender (M/F)	Relationship to Subscriber (S)pouse, (C)hild, (O)ther	None	Penicillin	Sulfa	Aspirin	Thyroid	Diabetes	Glaucoma	Heart Conditions	High Blood Pressure	Ulcer	Epilepsy

FAMILY MEMBER NAME	Other allergies or health conditions not listed above (please specify)

If you or a family member has diabetes, indicate the type of supplies being used below:

Name	Monitor	Lancets	Test Strips	Number of tests per day

If you have secondary insurance through another carrier, **check here**

Please note: By submitting this form, you authorize the release of all the foregoing information to Aetna Rx Home Delivery, LLC, and its affiliates.

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, let our Customer Service Associate know and 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.

If you have previously submitted payment by check to Aetna Rx Home Delivery for your medication, you may have received your check back from your bank after it was processed. As part of our ongoing efforts to keep your information as secure as possible, checks sent to Aetna Rx Home Delivery may now be processed electronically, and original checks may be destroyed.

*For your convenience, Aetna Rx Home Delivery maintains a staff of Spanish-speaking customer service representatives.

