

Quality health plans & benefits  
Healthier living  
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Intelligent solutions

aetna<sup>SM</sup>



## How to use your mail-order pharmacy

### **Aetna Rx Home Delivery<sup>®</sup>**

#### **You can order your maintenance medicine through Aetna Rx Home Delivery**

*Do you have a chronic condition like arthritis, asthma, diabetes, high blood pressure or high cholesterol?*

*Do you regularly take prescription medicine to treat these kinds of conditions or diseases?*

These types of drugs are called maintenance medicines. Aetna Rx Home Delivery can fill and refill them for you through the mail.

#### **Receive up to a 90-day supply, if approved by your doctor**

A 90-day supply lets you get the most from your plan. A longer supply of medicine can also make it easier to stay on track with your treatment plan.

## Get started now — Follow these steps:

### Step 1

**Ask your doctor to write TWO prescriptions.**

**Prescription #1:** Is for a one-month supply. Fill it at a local retail pharmacy. With this short-term supply you will have enough of your medicine on hand to see you through until your first Aetna Rx Home Delivery order arrives.

**Prescription #2:** Is typically for a 90-day supply (with three refills). Send this one to Aetna Rx Home Delivery.

### Step 2

**Choose one of these ways to submit your order:**

#### 1. Mail

Mail us your prescription for a 90-day supply along with a completed Mail-Service Order Form. You can access it online. Visit [www.aetna.com](http://www.aetna.com) and log in to Aetna Navigator®, your secure member website. Or go directly to [www.aetnavigators.com](http://www.aetnavigators.com).

#### 2. Fax

Ask your doctor to fax in your new prescription, with your completed order form. The fax number is **1-877-270-3317**. Make sure your doctor includes your Aetna member ID number, your date of birth and your mailing address on the fax cover sheet. Only a doctor may fax a prescription.

#### 3. Phone

Call us toll-free: **1-888-RX AETNA (1-888-792-3862)** or **TDD: 1-800-823-6373**. With our Aetna Rx Courtesy Start<sup>SM</sup> program, we will contact your doctor for you to get a new prescription.

Note: When you fill out a Mail-Service Order Form, make sure you complete the method of payment section. We need to know what credit card to charge or debit card to deduct from. You can also use your Health Savings Account or Flexible Spending Account as a form of payment.

## Ordering refills is easy — choose one of these ways:

### 1. Online

You can go online to order refills, track the status of an order, and more. Just visit [www.aetna.com](http://www.aetna.com) and log in to Aetna Navigator. Or go directly to [www.aetnavigators.com](http://www.aetnavigators.com).

### 2. By phone

Call Rx Member Services toll-free at **1-888-RX AETNA (1-888-792-3862)**. Have your member ID number, your prescription number, and your credit card number ready.

### 3. By mail

Send in the reorder form that you received with your last order. Mail it back with your payment. The reorder form will also tell you when you can place your next refill order.

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Aetna Pharmacy Management refers to an internal business unit of Aetna Health Management, LLC. 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.

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](http://www.aetna.com).

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