



# The specialty medications and support you need

## Aetna Specialty Pharmacy® Services

### What are specialty drugs?

They can make a big difference in the lives of people with complex conditions like multiple sclerosis, cancer, hemophilia, HIV/AIDS, and more.

#### Specialty drugs\* are unique for many reasons:

- They have special requirements. Many need to be stored and shipped under special conditions, like refrigeration.
- They are not just pills that you can take by mouth. Many need to be injected or infused.
- You may need help learning how to use them. Many have a risk of side effects. So a nurse or pharmacist should check on you often during your treatment.

#### Aetna Specialty Pharmacy can meet these needs. It is a pharmacy:

- Focused only on specialty drugs
- Staffed with a team dedicated to helping you with them

And it's available to you through your Aetna pharmacy benefits or insurance plan.

### Services beyond what the neighborhood pharmacy can deliver

#### Fast, free delivery

You choose where you want to receive your order — your home, your doctor's office or another location.

And package tracking makes sure your drug arrives to you safely and quickly.

#### Safe, secure packaging

Gel ice cooling material helps to keep your drug at the temperature required by the manufacturer. And shipping is in an insulated Styrofoam cooler.

#### Personal instruction

This includes self-injection training, and education about your condition and drug.

#### Specialists to talk to anytime

Nurses and pharmacists can answer questions and help you, your family members and caregivers — 24 hours a day, 7 days a week.

#### Ongoing follow-up

Nurses and pharmacists will keep in touch with you and your doctor. They will call you as often as you need.

They can also coordinate home care services, if needed.

#### Flexible payment options

You may qualify for financial help. Staff members can tell you if help is available from a drug manufacturer or through foundations related to your condition. Based on your need, they may be able to set up a payment plan for you.

#### Free injection supplies

This includes needles, syringes, alcohol swabs, adhesive bandages and Sharps containers for needle waste, if needed.

\*Specialty drugs through Aetna Specialty Pharmacy and the Specialty Pharmacy Network may not be available to California HMO members. Talk to your doctor about the appropriate way to get the specialty medications you need. Doctors may have agreed to dispense and administer these drugs to you themselves. Or they may write a prescription so you can fill them at any participating retail or mail-order pharmacy.



## Helping you save time and money

### Here is an example of how Aetna Specialty Pharmacy can work for you.

Kara\* is a member with anemia, a serious blood condition. Every week, she makes a trip to her doctor's office — 30 minutes each way — to get her specialty drug. She also spends 30 minutes visiting her doctor.

That's a total of 90 minutes away from work. She also pays a copay for each office visit.

If she starts using Aetna Specialty Pharmacy, she can:

- Get her drug sent conveniently to her home
- Spend less time away from work
- Save on drug costs and doctor copays\*\*

### Place your order with Aetna Specialty Pharmacy — it's easy

#### Ordering your first prescription

There are two ways to get started.

***Is this a prescription you are already filling somewhere else?***

Transfer it. Call **1-866-353-1892**.

***Is this a new prescription for you?***

1. **You can order it yourself.** Fill out a Patient Profile Form. Then send it with your prescription.

To find the form and get mailing instructions:

- Go to **[www.AetnaSpecialtyRx.com](http://www.AetnaSpecialtyRx.com)**
- Click "Enroll"

2. Or, ask your doctor to fax it to **1-866-FAX-ASRX (1-866-329-2779)**.

Aetna Specialty Pharmacy uses priority overnight service to ship your order within 24 – 48 hours after receiving and confirming it.

#### Ordering refills

After the first order, you will get a phone call one week before your next refill is due. The goal is to check your progress and schedule your refill.

Want to reorder yourself? It's easy. Look for instructions in each shipment you receive.

#### Pharmacy hours

You can order specialty drugs

Monday through Friday,  
from 8 a.m. to 7 p.m. ET.

Call **1-866-782-ASRX (1-866-782-2779)**.

## Sign up for Aetna Specialty Pharmacy.

## A smarter pharmacy built to deliver more than just specialty drugs.

\*For illustrative purposes only. Does not reflect events experienced by an actual participant.

\*\*Savings will vary based on plan design and prescribed medication.

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**Policy forms issued in Oklahoma include:** HMO OK COC-5 09/07, HMO/OK GA-3 11/01, HMO OK POS RIDER 08/07, GR-23 and/or GR-29/GR-29N.

