

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

aetna®

How to get your medicine by mail

**Aetna Specialty Pharmacy® medicine  
and support services**

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



## Do you take specialty medicine?

You may use it to treat conditions like multiple sclerosis, rheumatoid arthritis or cancer. It may be injected, infused or taken by mouth. It often needs special storage and handling. Plus, a nurse or pharmacist should monitor you during your treatment. Aetna Specialty Pharmacy offers all this and more.

## We usually fill a 30-day supply of medicine

A smaller supply lets us check your progress more often. If your medicine or dose changes between refills, a smaller supply can help prevent waste and may save you money. We can only dispense what your benefits plan allows. Any out-of-pocket costs will also depend on your plan.

## Use this pharmacy to:

- Get your medicine by mail — sent to your home, doctor's office or anywhere you choose. You get free standard shipping, too.
- Get your medicine packed and sent quickly, safely and securely.
- Receive tips and training on how to inject your medicine, if needed, and cope with side effects.

## Get started now

You or your doctor can send in your prescription order. It's easy and fast. Choose one of the following ways to submit:

### Electronic prescribing

Your doctor can send your prescription to Aetna Specialty Pharmacy from the office's electronic prescribing system.

### Fax

Your doctor may fax your prescription to **1-866-FAX-ASRX (1-866-329-2779)**.

### Mail

You or your doctor may mail your prescription order to: Aetna Specialty Pharmacy, 503 Sunport Lane, Orlando, FL 32809. If you mail in your own prescription, please send it along with a completed patient profile form. To access this form, visit **www.aetnaspecialtyrx.com**.

### Phone

Your doctor may also call and speak to one of our registered pharmacists at **1-866-782-ASRX (1-866-782-2779)** during our normal business hours of 8 a.m. until 7 p.m. ET.

## You can transfer existing orders

To transfer an existing order, you or your doctor can call **1-866-353-1892**.

## Refills are easy

Through our active refill service, we contact you seven days before your next refill is due. At that time we check:

- If you are still taking the same medicine and dose
- How you are doing
- If you are having any side effects
- Where you would like your refill delivered

You can also follow these five easy steps to schedule your refills online:

1. Log in to your **Aetna Navigator**<sup>®</sup> secure member website.
2. Click on **Coverage & Benefits**.
3. Choose the desired member to show coverage and benefits for from the drop-down menu.
4. Select **Pharmacy**.
5. Select **View your Specialty Pharmacy Benefits**.

Or you can call our toll-free automatic refill line to speak with a customer service representative.

Call **1-866-782-ASRX (1-866-782-2779)** or TDD: **1-877-833-ASRX (1-877-833-2779)**.

**In Idaho, health benefits and health insurance plans are offered and/or underwritten by Aetna Health of Utah and Aetna Life Insurance Company. For all other states, health benefits and health insurance plans are offered and/or underwritten by Aetna Health Inc., Aetna Health of California Inc., Aetna Health Insurance Company of New York, Aetna Health Insurance Company and/or Aetna Life Insurance Company (Aetna). In Florida, by Aetna Health Inc. and/or Aetna Life Insurance Company. In Utah and Wyoming by Aetna Health of Utah Inc. and Aetna Life Insurance Company. In Maryland, by Aetna Health Inc., 151 Farmington Avenue, Hartford, CT 06156. Each insurer has sole financial responsibility for its own products.**

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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.

**Policy forms issued in Idaho by Aetna Health of Utah Inc. include:** HI HGrpAg 02, HC HCOC 03, ID-GA-SG-AETNA-Amendment 2016 01, AL ID HNO COC Amendment 2016 01.

**Policy forms issued in Idaho by Aetna Life Insurance Company include:** GR-9/GR-9N, GR-23, GR-29/GR-29N, AL HCOC 03, AL HGrpPol 02, GR-96814 02.

**www.aetna.com**

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