

Quality health plans & benefits  
Healthier living  
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Intelligent solutions

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## How to get your medicine by mail

### **Aetna Rx Home Delivery® Mail-Order Pharmacy**

#### **Do you take maintenance medicine?**

These are drugs you may use regularly to treat conditions like arthritis, asthma, diabetes or high cholesterol.

#### **We fill up to a 90-day supply of medicine, or the maximum allowed by your plan and 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.

#### **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 this medicine packed and sent in private, secure packaging.
- Rely on pharmacists who check all prescriptions for accuracy and can answer questions anytime.

## 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 order form. You can access it online. Visit [www.aetna.com](http://www.aetna.com) and log in to 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 can contact your doctor on your behalf to attempt to get a new prescription for you.

## 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 your secure member website. 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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