

Maintenance Choice with Opt Out

Answers to frequently asked questions

Q: What is the Maintenance Choice program?

A: Maintenance Choice gives members a choice to fill a 90-day supply of their maintenance medicine at either CVS Caremark mail order pharmacy or CVS Pharmacy retail locations. They pay the same copay amounts either way.

Q. What is Mandatory Maintenance Choice with Opt Out

A. After two 30-day supply retail fills at any pharmacy in the Aetna network, members are required to fill a 90-day supply of maintenance drugs through CVS Caremark mail order delivery or CVS Pharmacy, unless they call Aetna Pharmacy Management to opt out. If they call to opt out, they may continue to fill 30-day supplies of their maintenance medicine at any retail pharmacy in the network without penalty. If they do not call and do not switch to a 90-day supply, they will be responsible for 100 percent of the cost-share

Q: How does the opt out process work for Mandatory Maintenance Choice with Opt Out?

A: After the member reaches their two 30-day supply fill limit for their maintenance medicine, they will receive a letter indicating that they must make a choice. The member can either:

- Switch to a 90-day supply of maintenance drugs at CVS Caremark mail order delivery or CVS Pharmacy retail locations (includes CVS Pharmacies located inside Target stores).
- Or, call Aetna Pharmacy Management to let Aetna know that you (the member) would like to continue to fill a 30-day supply of your maintenance medicine at a retail pharmacy.
 - By calling, they can choose to keep filling 30-day supplies of maintenance medicine(s) at any pharmacy in our network. But they will pay the regular retail copay. And, they will not enjoy the savings of 90-day supplies by mail. Members can call at any point to opt out (even from the pharmacy) and an override will be placed immediately
 - If they continue to fill 30-day supplies of these maintenance medicine(s) without calling us first, they will pay the full cost.

Q: Does the member need to opt out for each drug?

A: No. When the member calls to opt out, they will be opted out of the program for all their maintenance drugs. If the plan still has Maintenance Choice with Opt Out the following year, the opt-out will reset and if the member still wants to be opted out, they must call again. This is done to give the member an opportunity to participate in the program again if they change their mind or move.

Q What is the value of Maintenance Choice for the member?

A: It promotes convenience of choice, savings and adherence to your treatment plan. Members can choose to fill their 90-day supply where it's convenient for them – via CVS Caremark mail order delivery or through a CVS Pharmacy retail location. When members fill their medicine according to the requirements of the Maintenance Choice programs, they can achieve savings with only paying two copay amounts for a 90-day supply of maintenance medicines.

Q: Is there a list of drugs impacted by Maintenance Choice?

A: Yes. Maintenance Choice applies to all maintenance medicines. These are drugs that are used regularly to treat chronic conditions like arthritis, asthma, diabetes or high cholesterol.

Members that are taking maintenance medicines after the Maintenance Choice program is effective will receive reminder letters showing which maintenance medicines they are taking and the number of the retail fills for a 30-day supply that will be left before you must make a choice.

A list of the current maintenance medicines will be available on the www.aetnapcsb.com website under each of the plan choices section.

Q: What do members need to do to when the Maintenance Choice program is effective?

A: Members currently taking a 30-day supply of a maintenance medicine should talk with their doctor, ask for a 90-day prescription for their maintenance medicines, and then choose to fill them either by mail, through our home delivery mail-order pharmacy, or pick up in person at a CVS Pharmacy retail location near to them.

Members currently taking a 90-day supply of a maintenance medicine which are being filled through CVS Caremark mail order delivery or at a CVS Pharmacy do not need to take any action. You can continue filling your maintenance medicines at CVS Caremark mail order delivery or at a CVS Pharmacy.

Members currently taking a 90-day supply of a maintenance medicine which are being filled outside of the CVS Caremark mail order delivery or CVS Pharmacy will need to make a choice of transferring their 90-day supply of their maintenance medicine prescription to a CVS Pharmacy or obtain through CVS Caremark mail order delivery. The member can opt out of the Maintenance Choice program to continue receiving their maintenance medicines at other pharmacies in the Aetna network. Once they have opted out of the program, they will only be able to receive a 30-day supply of maintenance medicines at those other pharmacies in the Aetna network.

Members can also receive assistance with obtaining a new prescription by calling Aetna Pharmacy Management toll free: **1-888-RX AETNA (1-888-792-3862)** or **TDD: 1-800-823-6373**. The Aetna Rx Courtesy StartSM program will contact their doctor to attempt to get a new prescription. The doctor may require the member to schedule a visit before he or she will write a new prescription. After Aetna reaches out to the doctor, we ask members to allow adequate

time (up to 7 days) for Aetna to receive a reply. To help this process move quickly, we highly recommend a member alert his or her doctor to expect our outreach.

Q: Can CVS deliver my prescription to my house?

A: CVS retail pharmacy locations are able to offer Aetna members with the Maintenance Choice program the option to pick up their prescription in the retail store or they can request to have their prescription delivered to their home within a 4-hour window if they live within 10 miles of the CVS retail store. The cost for this delivery option is up to \$7.00 which the member will pay directly to CVS. The delivery charge is not part of the member's copay or plan benefit.

Members can also request to have their prescription delivered next day to their home with no charge to the member.

Q: What drugs are available for delivery?

A: Members with Mandatory Maintenance Choice program can have maintenance and acute prescriptions delivered. Excludes controlled substances, cold-chain and specialty medications. There is also a select health-related front store items from the CVS retail store that can be added to the order for delivery. The member would work directly with CVS retail store to coordinate delivery.

Q: How does the member request delivery of their medication from CVS retail pharmacy?

A: The member with the Maintenance Choice program can call into the CVS retail store to place their order with a CVS Pharmacy employee. The member can also place and track their order through the CVS Pharmacy app or order setup in the CVS retail store with a store colleague.

Q: What communications are there in place for Maintenance Choice?

A: Members (including Mandatory with Opt Out) or Incentivized option also receive drug specific letters after their last 30-day refill, asking them to make a change to a 90-day supply.

Q: How will members save money from this program?

A: Members will see copay savings to with filling a 90-day supply of maintenance medicines through CVS Caremark mail order delivery or at a local CVS Pharmacy.

Example of potential member copay savings with Mandatory Maintenance Choice plan option:

- \$20/30-day fill (\$60 for 3 fills)
- \$40 for one 90-day fill (one 90-day fill equals two times the retail copay) at home delivery mail-order pharmacy or CVS Pharmacy

Q: Where can a member obtain more information about Maintenance Choice?

A: Members can call the toll-free number on their Aetna member ID card to learn more about their prescription drug coverage, including the Maintenance Choice program.

Q: What if I am at a non-CVS pharmacy that is in the Aetna network and my maintenance prescription is rejected because I didn't Opt Out?

A: Members can call at any point to opt out (even from the pharmacy) and an override will be placed immediately allowing them to pick up their 30-day supply of maintenance medicine at a non-CVS pharmacy. Members can call the number on the back of their card for assistance or call Aetna Pharmacy Management directly at **1-888-RX AETNA (1-888-792-3862)** or **TDD: 1-800-823-6373**.

Q. What if I Opt Out, but change my mind to Opt into the Maintenance Choice Program?

A. Members can call Aetna Pharmacy Management to obtain their 90-day supply of maintenance medicine through the CVS Caremark mail order delivery or work with their doctor to obtain a 90-day prescription to have their 90-day supply maintenance medicine picked up or delivered through their local CVS Pharmacy. Once a member opts out of the Maintenance Choice Program, they can only obtain a 90-day supply of maintenance medicines at a local CVS Pharmacy or through the CVS Caremark mail order delivery. They can though continue to obtain a 30-day supply of maintenance medicines at a non-CVS pharmacy in the Aetna network.