



**You've  
got this**

**Your pharmacy plan**  
An easy way to manage your prescriptions

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**aetna<sup>®</sup>**

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

# You'll have lots of extras to support your good health

## Managing your medicines

### Here's what your plan includes:

- Coverage for most medicines
- The convenience of home delivery
- Personal support for specialty medicine needs
- Your personal member website with tools to help you find what you need fast
- A pharmacy help line you can call 24/7 if you have questions

## How to find out if your medicines are covered and what they'll cost

### Before you enroll:

In your plan materials, you can see what medicines are covered and how much they'll cost. Or you can visit [aetna.com/formulary](https://www.aetna.com/formulary) and choose your plan name. You'll find covered medicines, along with alternatives that cost less. Don't see it, or need your plan name? Just ask your employer.

### After you enroll:

Visit [aetna.com](https://www.aetna.com) to register and sign in to your member website. There, you can estimate your costs. And also compare what you'd pay through your local pharmacies versus home delivery.

## What is preauthorization?

Some medicines your doctor prescribes may need preauthorization. This means they may need approval before they can be covered. Or we may ask your doctor to prescribe a lower-cost version. If needed, you or your doctor can always ask for an exception.

## Where can I get my medicines?

### Retail pharmacy — occasional prescriptions

For medicines like antibiotics that you take short term, you can visit any retail pharmacy — whether you're at home or on the go. For your best price, choose a network pharmacy on [aetna.com](https://www.aetna.com).

### Home delivery pharmacy — long-term prescriptions

You can use this service for medicines you need to take for conditions like high blood pressure or diabetes. Your medicines are mailed to you quickly and safely at no extra charge. And you may get up to a 90-day supply.

### Specialty pharmacy — long-term special medicines

Some long-term health conditions, like multiple sclerosis or cancer, require special medicines. They often need special storage and handling. That's when you'd use a **specialty pharmacy**. With Aetna Specialty Pharmacy® medicine and support services,\* your medicines are packed securely, so they arrive safe. And we can help you learn how to use them and how to manage side effects.

\*Specialty medicines through Aetna Specialty Pharmacy and the specialty pharmacy network may not be available to California health maintenance organization (HMO) members.

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# Getting started is easy



## Step 1: Join us

- Review your plan materials to see covered medicines and costs.
- Sign up during the open enrollment period.
- Register for your member account at **aetna.com**.



## Step 2: Sign in at **aetna.com**

- Find a pharmacy.
- Find out your costs.
- Order medicines.
- Learn more about your plan.



## Step 3: Make the most of your plan

- Use pharmacies in our network.
- Compare costs with the plan tools.
- Ask your doctor about lower-price options.

**Have any questions?** Just call us at the number on your member ID card.

## Help for those who speak another language and for the hearing impaired

If you require language assistance, please call the Member Services number on your member ID card, and a representative will connect you with an interpreter. You can also get interpretation assistance for utilization management issues or for registering a complaint or appeal. If you're deaf or hard of hearing, use your TTY and dial 711 for the Telecommunications Relay Service. Once connected, please enter or provide the telephone number you're calling.

## Ayuda para las personas que hablan otro idioma y para personas con impedimentos auditivos

Si usted necesita asistencia lingüística, llame al número de Servicios al Miembro que figura en su tarjeta de identificación de miembro, y un representante le conectará con un intérprete. También puede recibir asistencia de interpretación para asuntos de administración de la utilización o para registrar una queja o apelación. Si usted es sordo o tiene problemas de audición, usar su TTY y marcar 711 para el Servicio de Retransmisión de Telecomunicaciones (TRS). Una vez conectado, entrar o proporcionar el número de teléfono que está llamando.

This material is for information only and is not an offer or invitation to contract. An application must be completed to obtain coverage. Rates and benefits vary by location. Health benefits and health insurance plans contain exclusions and limitations. Not all health services are covered. See plan documents for a complete description of benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by location and are subject to change. Providers are independent contractors and are not agents of Aetna. Provider participation may change without notice. Aetna does not provide care or guarantee access to health services. Aetna's Preferred Drug List is subject to change. Aetna receives rebates from drug manufacturers that may be taken into account in determining its Preferred Drug List. Rebates do not reduce the amount a member pays the pharmacy for covered prescriptions. Aetna Specialty Pharmacy refers to Aetna Specialty Pharmacy, LLC, a subsidiary of Aetna Inc., which is a licensed pharmacy that operates through specialty pharmacy prescription fulfillment. Aetna Rx Home Delivery® pharmacy 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 [aetna.com](https://www.aetna.com).

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

**Policy forms issued in Missouri include:** AL HGrpPol 01R5, HI HGrpAg 01, HO HGrpPol 01.

