

JANUARY 1, 2019

Your new pharmacy plan begins soon — Here's how to get your specialty drugs

Starting January 1, 2019 you'll need to get your specialty drugs from a network specialty pharmacy or Aetna Specialty Pharmacy®. With your new plan, your drugs will be covered when you fill them there as of that date. And you'll pay the full cost for them at a non-network pharmacy. The change applies to you and your covered family members who use specialty drugs.

Here's how to send in a new prescription starting on January 1, 2019

Your doctor can choose one of three ways to send in a prescription:

1. Phone: **1-866-782-ASRX (1-866-782-2779)** choose option 2
2. Fax: **1-866-FAX-ASRX (1-866-329-2779)**
3. Mail: Aetna Specialty Pharmacy, 503 Sunport Lane, Orlando, FL 32809

When to fill your last prescription before your plan begins

We recommend that you fill it before January 1, 2019. This will help to make sure you have the medicine you need during the first month of your plan change. After that, you must fill all specialty drugs through a network specialty pharmacy. Otherwise, **you'll pay the full cost** for these drugs.

Important details to keep in mind

- Your refills are not automatic. Aetna Specialty Pharmacy will contact you to confirm the date and details for your delivery. They do this each time they fill a prescription.
- Some specialty drugs may not be covered. Or may be covered differently by your new pharmacy benefit plan. If you're not sure, just check your plan documents.
- Drugs covered under your medical plan are not affected by the change to Aetna Specialty Pharmacy. This includes drugs given to you by your doctor.
- Precertification still applies before we cover the cost of the drug. Copayments or coinsurances may still apply.
- When we call you for your first refill, be sure to let us know if you have an assistance program that helps to pay for your specialty drugs.

Personal care and support services

You'll get a personal care plan and many helpful services, including:

- Nurse and pharmacist support by phone, 24 hours a day, 7 days a week
- Coordination with your doctor to make sure you get the right drugs and supplies
- Free, secure delivery within 48 hours of confirming your order — or later if you request it
- Receive up to a 30-day supply of drugs at a time — this way if your drug or dose changes between refills you aren't left with drugs you can't use
- Free educational information and injection training, if needed

Just call us to learn more

If you have questions about using Aetna Specialty Pharmacy, call us toll free at **1-866-353-1892**, option 3. Our TDD/TTY number is **1-877-833-ASRX (1-877-833-2779)**.

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