

# Focused on your health

Aetna Specialty Pharmacy®

Convenient  
access to specialty  
medications and  
support every step  
of the way

We want you to know®



# Helping you take care of

**Aetna Specialty Pharmacy will help you coordinate your care and will provide you with clinical services and support. Our goal is to work with you, your doctor, and your health care team to help you better manage your health.**

## **We're here for you**

In addition to delivering your medications, the Aetna Specialty Pharmacy team is available to you by phone, 24 hours a day, 7 days a week, to answer your questions and offer support. Our services are designed to help you better understand your condition and the medication therapy you are about to begin.

Our team of health care professionals — including pharmacists, registered nurses and patient care coordinators — is dedicated to your success.

Here are some examples of how we can help you:

- Providing you with professional clinical support throughout your treatment
- Researching payment options
- Teaching you and your caregivers how to correctly administer your medication

## **Working closely with your doctor to get you the right medication at the right time**

Our clinical support team works closely with your doctor to check that you are on the right therapy, and that you have the medications and supplies you need for your care. In addition, our team of registered nurses works with you and your caregivers to help you take care of your health.

## **Your health information is confidential**

Documentation of all patient information is kept in a Health Insurance Portability and Accountability Act (HIPAA) compliant electronic medical record (EMR).

The EMR includes a record of patient interactions, a medical history, medication profile, prescription information, as well as all insurance claims and billing information. This helps our clinicians and the members of your health care team make the right clinical decisions for your treatment.

## **Questions?**

**Call us toll free at  
1-866-782-2779  
(1-866-782-ASRX)  
or call TDD:  
1-877-833-2779  
(1-877-833-ASRX).**



# your health

## What to expect with your first order

### When you receive your first order

Your first order should ship within 24 to 48 hours after you speak to an Aetna Specialty Pharmacy representative. The actual ship-date will depend on whether or not we need to contact your doctor about the prescription and/or to confirm preauthorization as necessary.

In your first order, you will receive a packet of important information, including documents you must sign and return. Following is a brief overview of items included in the first order packet.

### Welcome letter

The letter provides an introduction to Aetna Specialty Pharmacy. It also describes the state and federal regulations that apply to the information and forms included in your packet.

### Form 1: Notice of privacy practices

This notice describes how medical information about you may be used and disclosed and how you can access this information. We need you to carefully review the document, then sign and return the form acknowledging you read the notice.

### Form 2: Patient information and assignment agreement

This agreement provides a detailed look at your rights and responsibilities and includes an Assignment of Benefits Release form. Signing this form allows us to bill your insurance company for your medications.

You will receive two copies of this form for your signature. Simply sign both copies, mail one back to us and keep the other for your records.

### Form 3: Refill information sheet

This sheet contains detailed instructions for refilling your prescriptions using the Aetna Specialty Pharmacy automatic refill line, which is accessible 24 hours a day, 7 days a week. It also provides contact information for reaching your patient care coordinator by phone. Our toll-free phone number is 1-866-782-2779 (1-866-782-ASRX) or call TDD: 1-877-833-2779 (1-877-833-ASRX).

### Form 4: Out-of-area emergency preparedness plan notice

This notice provides you with the steps you should take to receive uninterrupted service during a natural or national disaster.

### Medication packing slip

This form is used to verify the delivery of medications and supplies. Please call Aetna Specialty Pharmacy immediately if a package is damaged or opened and do not use the product. The medication packing slip will be enclosed with every delivery.

Be sure to check the package to ensure that all pertinent information applies to you (the patient). Please remember to keep us updated with any changes in your medications.

If you have further questions, please call Aetna Specialty Pharmacy at 1-866-782-2779 (1-866-782-ASRX) or call TDD: 1-877-833-2779 (1-877-833-ASRX).

## TIPS FOR SUCCESS

At Aetna Specialty Pharmacy we are here to help you get the most out of your medication. Our registered nurses and pharmacists are available by phone, 24 hours a day, 7 days a week to assist you. Here are some tips to help you take care of your health:

### 1. Follow your doctor's directions

It is especially important that you follow the directions given by your doctor for your medication. That includes taking the right dosage at the right time, and for the prescribed length of therapy, to get the best results.

### 2. Ask questions

Educate yourself on your condition as well as the medication you are taking. Awareness is a very important part of managing your health.

### 3. Call us

Our clinicians are always available to help you. If you have any questions, call us anytime, day or night, toll free at 1-866-782-2779 (1-866-782-ASRX) or call TDD: 1-877-833-2779 (1-877-833-ASRX).



# Frequently Asked Questions

## What is a specialty pharmacy?

The term specialty pharmacy refers to a pharmacy that provides injectable and infusable medications. These medications may require special storage and handling, they are often costly, and may not be readily available at the local pharmacy. Certain medications may have side effects that require monitoring by a trained pharmacist or nurse. Aetna Specialty Pharmacy provides complex medications while offering clinical support to you and your caregivers.

## What are the benefits of using Aetna Specialty Pharmacy over my previous provider?

Aetna Specialty Pharmacy provides education and clinical support to better assist patients. Aetna Specialty Pharmacy also works closely with physicians and other health care providers. This helps to streamline the care delivery process and maximize the success of your treatment.

## Is there a copay for these medications?

A copay will be expected if required by your medical or pharmacy benefit.

## Are there any financial payment plans?

Yes. Aetna Specialty Pharmacy will work to help identify possible patient assistance programs through a manufacturer or foundations related to your condition. Additionally, Aetna Specialty Pharmacy offers various payment plan options based on the need of each patient.

## How easy is it to order a refill?

A week before your next refill, an Aetna Specialty Pharmacy representative will call you to schedule your medication delivery. During this call the representative will verify you are still taking the medication, confirm your current dosage, and question whether you are experiencing any unmanageable side effects. You can also call our toll-free number to order your refill through our automatic refill line or to speak with a customer service representative.

## How long does it take to receive my medication?

Using priority overnight service, Aetna Specialty Pharmacy can deliver your medication within 24 to 48 hours after receiving your prescription. The actual ship-date will depend upon the precertification requirements of your plan and whether or not we need to contact your doctor about the prescription.

## Where will my medication and supplies be delivered?

Aetna Specialty Pharmacy will deliver your medication, free of charge, to your home, your physician's office, or to any other location you choose. Aetna Specialty Pharmacy will also provide, free of charge, any supplies that you need for administering your injectable medication, including needles, syringes, adhesive bandages, alcohol swabs and Sharps containers.

## Once my medication ships, how does Aetna Specialty Pharmacy ensure successful delivery?

The Critical Package Recovery Program helps Aetna Specialty Pharmacy to monitor each outbound shipment. Aetna Specialty Pharmacy is immediately notified of any deliveries at risk. A patient care coordinator then takes action to contact both the member and the shipper to coordinate a second delivery attempt. We implement the recovery plan, then track the package in transit until successful delivery is achieved.

## How is my medication preserved during the delivery process?

Refrigerated items are packed in a plastic bag to protect the product from condensation. The product is labeled as "refrigerated" and packed in either one of the two validated containers: a 1 1/2" thick wall Styrofoam cooler or an insulated pouch. Gel ice cold packs are used to ensure that the product

temperature at the time of delivery meets the manufacturer's requirements. All refrigerated products are packed in special temperature controlled coolers rated for a minimum of 48 hours at or below the required temperature. During summer months, or when destinations are inherently very warm, extra cold packs are included to ensure that required temperatures can be achieved for up to 72 hours.

## What if I have questions about my prescription?

Our normal business hours are Monday through Friday from 8 a.m. to 7 p.m. ET. Our dedicated team of pharmacists, registered nurses and patient care coordinators is available to address all your therapy support needs. Our clinical representatives are also available by phone, 24 hours a day, 7 days a week. Simply call 1-866-782-2779 (1-866-782-ASRX) or call TDD: 1-877-833-2779 (1-877-833-ASRX).

## How important is it to take all of my medication?

It is necessary that you follow your doctor's instructions for taking your medication. The amount of the drug you should take (for example, 1 ml once a day) and the length of time you should take it (for example, every day for 3 months) is vital to help you have a successful course of treatment. At Aetna Specialty Pharmacy we understand that some medications may cause unpleasant side effects or may be difficult to administer. Therefore, our pharmacists, nurses and patient care coordinators are always available to give you practical advice on dealing with these issues. You may also find it helpful to contact your doctor about medical management of any side effects.

## What other services are available from Aetna Specialty Pharmacy?

For more information about Aetna Specialty Pharmacy and the services available to you, please call our toll-free number at 1-866-782-2779 (1-866-782-ASRX) or call TDD: 1-877-833-2779 (1-877-833-ASRX).

Aetna Specialty Pharmacy refers to Aetna Specialty Pharmacy, LLC, a subsidiary of Aetna Inc., which is a licensed pharmacy that operates through mail order. The charges Aetna negotiates with Aetna Specialty Pharmacy may be higher than the cost it pays for the drugs and the costs of its specialty pharmacy services. For these purposes, Aetna Specialty Pharmacy's cost of purchasing drugs takes into account discounts, credits and other amounts it may receive from wholesalers, manufacturers, suppliers and distributors.