

Aetna Specialty Pharmacy Program

FAQ's

Q: What is a Specialty Pharmacy?

A: Specialty Pharmacy is a pharmacy that provides specialty medications. Specialty medications often require special storage and handling that most retail pharmacies cannot manage. These medications include injectable, infused and select oral therapies. Aetna Specialty Pharmacy offers these medications, and an in-house compounding pharmacy that lets pharmacists create forms of medication that are not available in stores. This helps us to meet specific patient needs.

Patients may have trouble sticking to their therapy schedule and often have side effects from their medications. This is why specialty medication requires a pharmacist or registered nurse to monitor the treatment.

Q: What benefit does Aetna Specialty Pharmacy give me compared to my previous specialty medication provider?

A: Aetna Specialty Pharmacy makes sure you understand how to take your medication. We work with your doctor and other caregivers. And, because we're part of Aetna, we review your medical and pharmacy claims and medical history as needed. This helps us monitor your health and specialty drug needs. We can send your medicine anywhere you want. We'll call you to see how you're doing. Our nurses and pharmacists are available to answer your questions 24 hours a day, 7 days a week.

Q: What are the benefits of the Specialty Pharmacy?

A: Benefits include:

- Free, confidential delivery to your home, doctor's office, or any other location you choose.
- Safe, fast delivery tracked through the Critical Package Recovery Program.
- Refrigerated, insulated packaging to ensure quality.
- Detailed personal instruction on how to use your medication.
- Around the clock support, by phone, if questions arise.
- Free standard supplies for self-injectable medications including syringes, adhesive bandages, Sharps containers and alcohol swabs.
- Proactive refills through the Active Refill Service, so you don't have to think about your next order.
- Coordination 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.
- A range of complimentary educational materials.
- Coordination of home health care services, if necessary.

Q: How can I learn more about Aetna Specialty Pharmacy?

A: For information on Aetna Specialty Pharmacy and our services, call 1-866-782-ASRX (1-866-782-2779) or TDD: 1-877-833-ASRX (1-877-833-2779).

Questions About Specialty Drugs

Ordering Refills

Q: How do I order a refill?

A: A week before your next refill, Aetna Specialty Pharmacy will call you to schedule a delivery. Our representative will make sure that you are still taking the medication, confirm the dosage, and ask if you have had any unmanageable side effects.

You may also call our toll-free number at 1-866-782-ASRX (1-866-782-2779) or TDD: 1-877-833-ASRX (1-877-833-2779) to order a refill through our automatic refill line or to speak with a customer service representative.

Q: Which prescriptions require pre-certification?

A: The following is a list of prescriptions (not all-inclusive) that will require pre-certification:

Botox Injections – botulinum toxin type A

Synagis

Erythropoiesis Stimulating Agents (ESA)

Xolair

Intravenous immunoglobulin

Growth hormone

Blood clotting factors

Interferons when used for Hepatitis C: (Pegasys, Peg Intron, Rebetrin, Roferon A,

Intron A, Infegen

Q: What is the standard quantity I can get?

A: Our standard is to fill prescriptions for no more than a 30-day supply. A smaller supply lets us check your progress more often. If your medication or the dose of your medication changes between refills, a smaller supply can help prevent wasted medication

and may save money. We can only dispense what your benefits plan allows. Your out-of-pocket costs will depend on your benefits plan.

Q: How is my medication preserved during delivery?

A: Refrigerated items are packed in plastic bags to protect them from condensation. The product is labeled "refrigerated" and packed in one of the two validated containers: a 1 ½" thick wall Styrofoam cooler, or an insulated pouch. Gel ice cold packs are used to ensure that the product temperature meets manufacturer requirements at delivery. All refrigerated products are packed in special temperature-controlled coolers rated for a minimum of 48 hours at or below the required temperature. In the summer, or when destinations are typically warm, extra cold packs are used to ensure your medications stay at the right temperature.

Q: Who can I talk to if I have questions about my prescription?

A: Our dedicated team of pharmacists, registered nurses and patient care coordinators will answer your therapy support questions. Our clinical representatives are available by phone, 24 hours a day, 7 days a week. Call 1-866-782-ASRX (1-866-782-2779) or TDD: 1-877-833-ASRX (1-877-833-2779). Business hours are Monday through Friday, 8 a.m. to 7 p.m. ET.

Q: How important is it to take all of my medication?

A: You must follow your doctor's instructions when taking medication. The amount you are prescribed to take (for example, 1 ml once a day) and the length of time you must take it (for example, every day for 3 months) are the best measures to be sure your treatment goes well. We know some medications cause side effects or are hard to take. We can help you cope with these issues. It also helps to talk to your doctor about managing side effects.

Your First Order - What to Expect

Q: How do I place my first order?

A: Ordering your prescriptions through Aetna Specialty Pharmacy is fast -- and easy.

- **Your doctor may *fax* your prescription to 1-866-FAX-ASRX (1-866-329-2779).**
- **Or, you or your doctor may *mail* your prescription order to: Aetna Specialty Pharmacy, 503 Sunport Lane, Orlando, FL 32809.**
- **Your doctor may also *call* and speak to a registered pharmacist at 1-866-782-ASRX (1-866-782-2779) between the hours of 8 a.m. and 7 p.m. ET, Monday through Friday.**

Q: How long does it take to get my medication?

A: With priority overnight service, Aetna Specialty Pharmacy can deliver your medicine in 24 to 48 hours after getting your prescription. The actual ship date depends on the precertification requirements of your plan and if we need to contact your doctor about the

prescription.

Q: Where will my medication and supplies be delivered?

A: Aetna Specialty Pharmacy will deliver your medicine - for free - right to your home, your doctor's office, or any location you choose. You'll also receive any supplies you need to administer your self-injectable medication at no additional cost to you. These supplies include: needles, syringes, adhesive bandages, alcohol swabs and Sharps containers.

Q: How do I know my medications will arrive safely after they have shipped?

A: We have a Critical Package Recovery Program that helps us track each package through its delivery. We are notified at once if a delivery is at risk. A patient care coordinator then sets up a recovery plan. We will continue to track the package until you receive it.

Paying for Your Order

Q: How much do I pay for these medications?

A: Log on to [Aetna Navigator®](#) to find out what you pay. You can estimate your copay amount by clicking on "Take Action on Your Health", then "Cost of Care", then "Prescription Drugs". If you have questions, call Member Services at the number on your member ID card.

Q: Are there any financial payment plans?

A: Yes. Aetna Specialty Pharmacy will tell you about any manufacturer copay assistance programs that you may qualify to apply for. We may also offer you a payment plan, based on your financial needs. To learn more, please call us toll-free at 1-866-782-ASRX (1-866-782-2779) or TDD: 1-877-833-ASRX (1-877-833-2779).