



Aetna Rx Home Delivery
PO Box 417019
Kansas City, MO 64179-9892

Triumph Aerostructures
Aetna Rx Home Delivery®
Frequently Asked Questions
July 2011

Q: I have a prescription with Medco or CVS Caremark. How do I get started with Aetna Rx Home Delivery?

A: Eligible open refills of prescriptions filled by Medco or CVS Caremark's home delivery service are being electronically transferred to Aetna Rx Home Delivery. Please note that controlled substances, prescriptions for compound medications, expired prescriptions and prescriptions with no remaining refills will not be transferred. We have quality checks and systems testing in place to ensure the transfer goes smoothly.

Q: How do I place my first refill order?

A: **Effective July 1, 2011**, when you need to refill a prescription for the first time, please call Aetna Rx Home Delivery toll-free at 1-866-612-3862. A representative will help you set up a profile so that you can place your order. (This first refill order can only be done over the phone.) After that, you can place future refill orders by phone or online. Call toll-free at 1-866-612-3862. Or, to access your Aetna Rx Home Delivery website, just go to **www.aetnnavigator.com** and sign in.

Q: How do I submit a new prescription?

A: For new prescriptions to be filled after July 1, 2011:

1. Complete the Aetna Rx Home Delivery Mail Service Order Form. You can also access the form online. Visit **www.aetnnavigator.com**.
2. Mail your original prescription and completed Mail Service Order Form to Aetna Rx Home Delivery.
3. Be sure your prescription is written for up to a 90-day supply, with refills.

Please note that for Aetna Rx Home Delivery to dispense controlled substances in any quantity greater than a 30-day supply, your doctor **must** write the diagnosis on the prescription. Some examples of controlled substances are Ritalin, Oxycontin and MS Contin.

Also note that Medco or CVS Caremark will forward any prescriptions they receive after July 1, 2011 to Aetna Rx Home Delivery. If your order is complete, you will receive your order within 10-14 days after Aetna Rx Home Delivery receives it.

Q: How do I order a refill after submitting a new prescription?

A: Choose to refill your order using one of these methods:

- **Online:** Visit **www.aetnnavigator.com**. Order refills, track order status and more.
- **By phone:** Call your mail-service facility toll-free at 1-866-612-3862. Have your credit card number and prescription number handy.
- **By mail:** Send in the refill slip that you received with your last order.

Q: When will I receive my order?

A: Please allow 10-14 days to receive a new or refill order. Processing your order may take longer if your form is incomplete.

Q: What is my copay?

A: For information about your copayment, please call Member Services at 1-888-238-6211.

Q: How can I pay for my order?

A: You can use a check, money order or credit card (i.e. American Express, Discover, MasterCard, Visa).

Facts To Remember

- To receive brand-name medicine, your doctor must write "Dispense as Written" on the prescription.

- *Pharmacies are not permitted by law to fill a prescription that is more than one year old. This is the case even if the prescription has refills.*
- *We will make this transition easy for you. Medco or CVS Caremark and Aetna Rx Home Delivery will transfer all prescription refill history and other vital medical profile information (as protected by privacy laws). The only change you should see is a new mail service pharmacy and contact information.*
- *If you have questions about the Aetna Rx Home Delivery program, call Member Services at the toll-free number 1-888-238-6211. Or call Aetna Rx Home Delivery directly, toll-free at 1-866-612-3862.*

Q: I have diabetes. Am I eligible for any Aetna programs that can help me to manage this disease?

A: Yes. As part of your Aetna Pharmacy Management benefits plan, you have access to the Blood Glucose Monitor Program. This means that you can get one complimentary blood glucose monitor and, as a result, save money on your test strips. To start saving, you need to first get your free blood glucose monitor. They are available from our preferred blood glucose monitor providers: Abbott Diabetes Care or LifeScan. The meter is free. You won't pay anything for it. But you will need a new prescription for compatible test strips.

Q: Which test strips are on Aetna's Preferred Drug List?

A: Aetna's preferred test strips are:

- One Touch Ultra test strips by LifeScan
- FreeStyle test strips by Abbott Diabetes Care
- FreeStyle Lite test strips by Abbott Diabetes Care
- Precision Q-I-D test strips by Abbott Diabetes Care
- Precision Xtra test strips by Abbott Diabetes Care
- Precision Sof-Tact test strips by Abbott Diabetes Care

Q: What blood glucose monitors are available to me through the Blood Glucose Monitor Program?

A: The blood glucose monitors available on Aetna's Blood Glucose Monitor Program are:

- FreeStyle Freedom[®] Lite Blood Glucose Monitoring System by Abbott Diabetes Care
- FreeStyle Lite[®] Blood Glucose Monitoring System by Abbott Diabetes Care
- Precision Xtra[™] Advanced Diabetes Management System by Abbott Diabetes Care
- OneTouch[®] UltraMini[®] Meter by LifeScan, Inc.
- OneTouch Ultra[®] 2 Meter by LifeScan, Inc.

Q: How do I know which blood glucose monitor is right for me?

A: Talk to your doctor first. Ask which monitor is right for you. Also ask for a prescription for test strips that go with the new blood glucose monitor you intend to order.

Q: How do I order a free blood glucose monitor through Abbott Diabetes Care?

A: You can order by phone or online. Call toll-free at 1-866-224-8892. Abbott Diabetes Care is available to take your telephone order Monday – Friday, from 7 a.m. – 9 p.m., Central Time. Or, visit www.Meters.AbbottDiabetesCare.com

Q: How do I order a free blood glucose monitor through LifeScan?

A: You can order by phone or online. Call toll-free at 1-877-764-5390. Use order code 123AET200. LifeScan is available to take your telephone order 24 hours a day, 7 days a week. Or, visit www.OneTouch.orderpoints.com and select order code 123AET200.

Q: What if I have more questions about ordering a blood glucose monitor?

A: You can always call Member Services at the toll-free number on your Member ID card.

Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies. The Aetna companies that offer, underwrite or administer benefits coverage include: Aetna Health Inc., Aetna Health of California Inc., Aetna Health Insurance Company of New York, Aetna Health Insurance Company and/or Aetna Life Insurance Company (Aetna). In Maryland, by Aetna Health Inc., 151 Farmington Avenue, Hartford, CT 06156. Each insurer has sole financial responsibility for its own products. Aetna Pharmacy Management refers to an internal business unit of Aetna Health Management, LLC. Aetna Rx Home Delivery refers to Aetna Rx Home Delivery, LLC, a subsidiary of Aetna Inc., which is a licensed pharmacy providing mail-order prescription services.