

# How to use Aetna Specialty Pharmacy®



## Aetna Specialty Pharmacy is your source for specialty medications and extra help

Specialty medications are injected, infused or sometimes taken by mouth.

These are not like typical prescription drugs. They are often expensive. They may also require refrigeration, special storage and careful handling. And they may not be available at your local retail pharmacy. When you take these drugs, a nurse or pharmacist should check on you often to see how you are doing. We offer these services and much more.

## We usually fill medications for a 30-day supply

A smaller supply lets us check your progress more often. If your medication or dose changes between refills, a smaller supply can help prevent waste and may save you money. We can only dispense what your benefits plan allows. Any out-of-pocket costs will also depend on your plan.

## Get started now

You or your doctor can send in your prescription order. Its easy and fast. Choose one of the following ways to submit:

- Your doctor may fax your prescription to **1-866-FAX-ASRX** (1-866-329-2779).
- You or your doctor may mail your prescription order to: Aetna Specialty Pharmacy, 503 Sunport Lane, Orlando, FL 32809. If you mail in your own prescription, please send it along with a completed Patient Profile Form. To access this form, visit [www.AetnaSpecialtyRx.com](http://www.AetnaSpecialtyRx.com) and click "Enroll".
- Your doctor may also call and speak to one of our registered pharmacists at **1-866-782-ASRX** (1-866-782-2779) during our normal business hours of 8 a.m. until 7 p.m. ET.

## You can transfer existing orders

To transfer an existing order, you or your doctor can call **1-866-353-1892**.

## We arrange your refill

Through active refill, we contact you seven days before your next refill is due. At that time we check:

- If you are still taking the same medication and dose
- How you are doing
- If you are having any side effects
- Where you would like your refill delivered

You can also call our toll-free automatic refill line to speak with a customer service representative.

Call  
**1-866-782-ASRX** (1-866-782-2779)  
or  
TDD: **1-877-833-ASRX** (1-877-833-2779)

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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.

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