



Out-of-Area Emergency Preparedness Notice Aetna Specialty Pharmacy®

As you may know, Aetna Specialty Pharmacy is located in Orlando, Florida. We would like to assure you that your medications will always be delivered to your satisfaction and without any interruption in therapy (barring events beyond our control).

Please take a few minutes to read the following information concerning the possibility of a disaster, and feel free to call us at 1-866-782-ASRX (1-866-782-2779) or TDD: 1-877-833-ASRX (1-877-833-2779), if you have any questions.

In the event there is a disaster in your area, please notify Aetna Specialty Pharmacy by calling 1-866-782-ASRX (1-866-782-2779) or TDD: 1-877-833-ASRX (1-877-833-2779), to instruct us where your medication can be delivered. This will help ensure that your therapy will not be interrupted. We are available 24 hours a day, 7 days a week.

If your medication is delivered by pump that is powered by electricity, contact your local power company and tell them to place you on a "Priority List" for power or generator service. Doing so will alert your power company to your medical needs, and this in turn may avoid interruption of power to your IV pump and/or medication administration device. Also, contact the telephone company and tell them to put you on the "Essential User List" so that you can keep in touch with Aetna Specialty Pharmacy.

Miscellaneous Information:

1. Keep a cooler of ice on hand. If the power is out and the inside of your refrigerator becomes warm, medications should be stored in the cooler.
2. Be sure to stock up on canned/non-perishable foods.
3. Know where the water and gas shut-off valves for your home are located.
4. Know the elevation of your property and where your home insurance papers are located.

Please keep in mind, the goal of Aetna Specialty Pharmacy is to provide quality service and support. In the event of a disaster that could potentially affect your therapy schedule, we will reach out to you to make sure you continue to receive your refills without delay.

Thank you for taking the time to review this information and please do not hesitate to call if you have any questions. We can be reached at 1-866-782-ASRX (1-866-782-2779) or TDD: 1-877-833-ASRX (1-877-833-2779).