



Aetna Specialty Pharmacy
503 Sunport Lane
Orlando, FL 32809

Phone: 1-866-782-ASRX (1-866-782-2779)
TDD: 1-877-833-ASRX (1-877-833-2779)

Getting Started with Aetna Specialty Pharmacy®: An Overview of Your Medication Forms

Dear Aetna Member:

Welcome to Aetna Specialty Pharmacy. We've enclosed important forms for you to review.

Please save these forms for your personal records:

- **Form 1: Notice of Privacy Practices** - This form describes how medical information about you may be used and disclosed and how you can have access to this information.
- **Form 2: Patient Information and Assignment Agreement** - This form is to be signed by the patient and/or responsible party. It is required so we can submit claims to your medical or pharmacy benefit plan. This form also explains your rights and responsibilities as an Aetna Specialty Pharmacy member.
- **Form 3: Patient Medication Refill Information** - This form explains what to do when you are ready to refill your prescription.
- **Form 4: Out-of-Area Emergency Preparedness Plan Notice** - This form tells you the steps to take in case of a disaster or other unavoidable interruption of service.

Please sign Form 1 and Form 2. Use the enclosed pre-paid envelope to return these signed forms.

To meet standards set forth by the Agency for Healthcare Administration and Florida healthcare regulations, we must have these signed forms on file.

Use the enclosed packing slip to confirm delivery of your medications and supplies.

A packing slip is included with every order. Please call us right away if you find that your package is damaged or opened, and do not use the product. Please check the package to ensure that all information applies to you.

We will stay in touch with you during your treatment.

We will call you soon to ask how you are doing. Please also let us know of any changes in your medications.

We care about the earth. If your order is delivered in a cooler box, the box can be recycled.

Some medications need to stay cold. So we pack them in special cooler boxes. These boxes are made of a material called Expanded Polystyrene (EPS). If you wish to recycle these boxes, please call your local waste management center. Ask if there is an EPS collection site near you.

Please contact us if you have questions.

We're here for you 24 hours a day, 7 days a week – including on weekends, holidays or in the event of an emergency. Call us toll free at 1-866-782-ASRX (1-866-782-2779) or TDD: 1-877-833-ASRX (1-877-833-2779). To learn more online, visit www.AetnaSpecialtyRx.com

Sincerely,

Aetna Specialty Pharmacy

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. 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 of the Carolinas Inc, Aetna Health of Illinois Inc, Aetna Health Insurance Company of New York, Aetna Health Insurance Company and/or Aetna Life Insurance Company. Aetna Pharmacy Management refers to an internal business unit of Aetna Health Management, LLC. Aetna Rx Home Delivery®, LLC, is a subsidiary of Aetna Inc.