

# Focused on your patients' health

Aetna Specialty Pharmacy®

Your specialty  
pharmacy solution



We want you to know®





# We're more than a pharmacy

**Aetna Specialty Pharmacy offers specialized care for complex chronic conditions. We support you and your patients through every step of treatment. Our clinical, educational and reimbursement services are tailored to meet each patient's individual needs.**

## **Our clinical health care team — always available to assist**

At the core of each disease-specific treatment program is an experienced team devoted to the care of your patients. This team includes patient care coordinators, pharmacists and registered nurses who are trained in sophisticated therapies. They are available to you and your patients by phone, 24 hours a day, 7 days a week. The health care team at Aetna Specialty Pharmacy supports a wide range of specialties and complex medical conditions including:

- Anemia
- Asthma
- Chronic Renal Failure
- Crohn's Disease
- Deep Vein Thrombosis
- Endocrinology
- Fabry Disease
- Gaucher Disease
- Growth Hormone Deficiency
- Hematology
- Hemophilia
- Hepatitis
- HIV/AIDS
- Immune System Disorders
- Infertility
- Multiple Sclerosis
- Neurology
- Oncology
- Osteoarthritis and Rheumatoid Arthritis
- Pain Management
- Pompe Disease
- Psoriasis
- Pulmonary Diseases
- Respiratory Syncytial Virus (RSV)
- Transplant Procedures

## **Working closely with you and your patients**

Our clinical support team interacts with you and your patients to help achieve optimal therapy success. Our nurses provide education and training to your patients and their caregivers, reinforcing the skills necessary to ensure safe and consistent therapy. Patients are also monitored throughout treatment to assess treatment progress and ensure that the necessary medication and supplies are always readily available.

## **We offer clinical excellence and results**

When you order medication through Aetna Specialty Pharmacy, you can be confident that your patients receive the thorough support these complex therapies require. Our clinicians will share information with you on new therapies and conduct clinical monitoring checkpoints throughout the course of therapy. Our goal is to promote greater compliance rates and better outcomes for your patients.

## **We support you with education and patient outreach**

- Our clinical assessments result in patient-specific call schedules so we can help you identify and manage any adverse situations. At appropriate intervals, we contact your patients to confirm that they have an adequate supply of medication.
- Our pharmacists and registered nurses can be reached 24 hours a day, 7 days a week at our toll-free number 1-866-782-2779 (1-866-782-ASRX) or TDD: 1-877-833-2779 (1-877-833-ASRX).

## **Reduce your administrative time and expense**

Aetna Specialty Pharmacy's reimbursement specialists handle all insurance billing and work to minimize out-of-pocket expenses. We work directly with your patients and secondary payers, including Medicare, to complete and file claims in a timely manner. We lessen your administrative burden, which allows you more time to focus on your patients.

## **Convenient ordering and shipping**

Orders are carefully filled and packaged, and then express shipped directly to your patient's home or your office. Simply complete the medication order form and fax it to 1-866-329-2779 (1-866-FAX-ASRX).



## **Questions?**

**Call us toll free at 1-866-782-2779 (1-866-782-ASRX) or TDD: 1-877-833-2779 (1-877-833-ASRX).**

# Frequently Asked Questions

## What is the focus of Aetna Specialty Pharmacy?

Aetna Specialty Pharmacy focuses on providing injectables and specialty medications while delivering quality customer service and clinical support to you and your patients.

## Is my patient or am I required to use Aetna Specialty Pharmacy?

Aetna Specialty Pharmacy is the preferred specialty pharmacy for Aetna members. Depending on your patient's benefit plan, the member may be able to go out of network. However, going out of network could result in a higher copayment, additional expenses, or non-coverage.

## Do I need to bill for these medications?

No, you do not need to submit claims for specialty medications obtained from Aetna Specialty Pharmacy. Our insurance specialists will handle all billing and claims according to the patient's benefit plan.

## How long will it take to receive my order?

Medications are usually shipped using priority overnight service within 24 to 48 hours of receipt of your order. Complete orders that are received before 3 p.m. ET will be delivered the next day. Orders received after 3 p.m. ET will be shipped the next day for delivery on the following day.

## What support services do patients and health care professionals receive from Aetna Specialty Pharmacy?

Patients receive the full support of our clinical staff, including pharmacists, registered nurses, certified pharmacy technicians and regional clinical liaisons. These clinicians are available 24 hours a day, 7 days a week through our toll-free number.

In addition, the Aetna Specialty Pharmacy team will coordinate prior authorizations, case management, home care, condition specific education and clinical support to help your patients achieve the best possible results from their therapy. We are also available to assist in dosing calculations and to address other pharmacological questions.

## How can I transition my patients who get their medications through another vendor to Aetna Specialty Pharmacy?

You can call our Customer Service department toll free at 1-866-782-2779 (1-866-782-ASRX) during regular business hours, Monday through Friday, from 8 a.m. to 7 p.m. ET.

## Where can I get medication order forms?

There are three easy ways to obtain forms:

- The medication order form is included in your welcome packet for you to copy for all future orders.
- Download the form from our website at [www.AetnaSpecialtyPharmacy.com](http://www.AetnaSpecialtyPharmacy.com).
- Contact Customer Service toll free at 1-866-782-2779 (1-866-782-ASRX). Please fax all completed forms to 1-866-329-2779 (1-866-FAX-ASRX).

## What if I have questions?

Our regular business hours are 8 a.m. to 7 p.m. ET, Monday through Friday. For additional support and questions about other available services, Aetna Specialty Pharmacy provides a dedicated team of pharmacists, registered nurses, and patient care coordinators, who are available by phone, 24 hours a day, 7 days a week.

For more information about Aetna Specialty Pharmacy and the services available to you, please call our toll-free number at 1-866-782-2779 (1-866-782-ASRX) or call TDD: 1-877-833-2779 (1-877-833-ASRX).

Aetna Specialty Pharmacy refers to Aetna Specialty Pharmacy, LLC, a subsidiary of Aetna Inc., which is a licensed pharmacy that operates through mail order.

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