

# Quality packaging of refrigerated medications

Aetna Specialty Pharmacy®



## Your one source for specialty medications

All Aetna Specialty Pharmacy refrigerated medications receive special handling. To maintain quality, we deliver refrigerated pharmaceutical and/or medical supply products to our customers in the following manner:

- Refrigerated items are separated from all other products and packed in a plastic bag to protect the product from condensation.
- The product is labeled as “refrigerated,” and packed in either a 1½” thick-walled Styrofoam cooler or insulated pouch.
- The insulated pouch is placed in a UPS™ or FedEx® overnight delivery box. The box is labeled as “refrigerated,” and the product is shipped for next day delivery by 10:30 a.m. local time.

- The insulated Styrofoam cooler contains the product and gel ice cooling material with packing and paper added to ensure the product does not move during shipment. An approved amount of cooling material is used to ensure that the product temperature at the time of delivery meets the manufacturer’s requirements.
- Labeling and other material included in the packing ensures product usage requirements are documented and available to the recipient.

**Note:** Aetna Specialty Pharmacy has employed an independent lab to validate that the shipping containers achieve the manufacturer’s required temperature at the time of delivery. We can provide these results upon request.

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

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