

Focused on your patients' health

Aetna Specialty Pharmacy®

Description of Aetna Specialty Pharmacy

Aetna Specialty Pharmacy provides specialty medications for Aetna members with certain high-cost, high-risk complex health conditions such as:

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

Advantages of using Aetna Specialty Pharmacy

- Physicians avoid the financial and administrative inconvenience of purchasing and billing medications.
- A proactive refill process is coordinated with the physician's treatment plan so members receive the right therapy at the right time.
- Members receive 24/7 access to specialized nurses and pharmacists who offer disease and therapy education, injection training, side-effect management, as well as adherence and compliance monitoring.
- Aetna Specialty Pharmacy will work with you to help coordinate your patient's care. They ensure your patient has the right medication on hand and offer free standard supplies for self-injectables. These include needles, syringes, alcohol swaps, adhesive bandages, and sharps containers for needle waste.

We make it easy for you to obtain the specialty medications your patients need.



We want you to know®



Geographic coverage and shipping

- Aetna Specialty Pharmacy offers free standard shipping throughout the United States and its territories. This includes Alaska, Hawaii, and Puerto Rico.
- Medications are sent standard next-day delivery to any member or physician address.
- Same-day delivery is coordinated in urgent situations.
- A unique Critical Package Recovery Program lets Aetna Specialty Pharmacy track the status of every order to ensure successful delivery.

Patient services

- Compliance monitoring outreach calls are placed to the member to promote compliance, check drug supply, etc.
- Aetna Specialty Pharmacy typically offers a medication supply of 30 days. A smaller supply lets them check on your patients more often. They can help if the patient's medication or dose changes between refills.
- Members may benefit from out-of-pocket savings, depending on their plan.

Ordering process

- Complete a medication order form, which can be accessed at www.AetnaSpecialtyPharmacy.com, and fax it to **1-866-FAX-ASRX (1-866-329-2779)**.
- Depending on the member's plan, precertification may be necessary.

The physician must initiate the prior authorization process for all drugs requiring precertification by Aetna. Aetna Specialty Pharmacy helps by coordinating any necessary clinical information.
- Orders may be placed Monday through Friday, between the hours of 8 a.m. and 7 p.m. (ET). Complete orders are usually shipped within 48 hours of receipt.
- In emergency situations, complete orders received by 3 p.m. can be shipped the same day for next-day delivery.

Contact information

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)**

Fax: **1-866-FAX-ASRX (1-866-329-2779)**

Website:

www.AetnaSpecialtyPharmacy.com

How to contact Aetna Specialty Pharmacy

If you have any questions or need more information, please call an Aetna Specialty Pharmacy representative at **1-866-782-ASRX (1-866-782-2779)**.



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).

We want you to know[®]



www.aetna.com