

Aetna Specialty Pharmacy[®] at a Glance

Description of Aetna Specialty Pharmacy

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

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

These medications are member-specific and are delivered to the physician's office or the member's home for appropriate administration.

* Physician must initiate precertification for patients in HMO-based plans requiring infertility medication or treatment.

Aetna Specialty Pharmacy refers to Aetna Specialty Pharmacy, LLC, a subsidiary of Aetna Inc., which is a licensed pharmacy that operates through mail order. The charges Aetna negotiates with Aetna Specialty Pharmacy may be higher than the cost it pays for the drugs and the costs of its specialty pharmacy services. For these purposes, Aetna Specialty Pharmacy's cost of purchasing drugs takes into account discounts, credits and other amounts it may receive from wholesalers, manufacturers, suppliers and distributors.

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 Life Insurance Company, Aetna Health Insurance Company of New York, Aetna Health Insurance Company, Aetna Health Administrators, LLC, Cofinity, and Strategic Resource Company. (Aetna)

Funding for these materials provided by pharmaceutical manufacturer.

This card may not be used after 12/31/09.

Advantages of Using Aetna Specialty Pharmacy

- Physicians can avoid the financial and administrative inconvenience of medication purchasing and billing.
- Aetna Specialty Pharmacy offers a refill process.
- Members receive 24/7 access to registered nurses and pharmacists who offer disease and therapy education, specialty injection training, side effect management, home health coordination as well as adherence and compliance monitoring.

Geographic Coverage and Shipping

- Aetna Specialty Pharmacy ships throughout the United States.
- Medications are sent standard next-day delivery to any location.
- Same-day delivery in urgent situations.

Member Services

- Compliance monitoring including outreach calls to the member to promote compliance and check drug supply, among other services.
- Members may have out-of-pocket savings, depending on their benefit plan.

Ordering Process

- Physicians complete Medication Request Form and fax it to 1-866-FAX-ASRX (1-866-329-2779). Available online.
- Depending on the member's benefit plan, precertification may be required. Aetna Specialty Pharmacy can initiate precertification on the physician's behalf.*
- Orders may be placed Monday through Friday, between 8 a.m. and 7 p.m. (ET). Members can expect to receive their medication within 24-48 hours of order confirmation.
- In emergency situations, complete orders received by 3 p.m. can be shipped the same day for next-day delivery.

How to Contact Aetna Specialty Pharmacy

- If you have any questions or need more information, please call Aetna Specialty Pharmacy at 1-866-782-ASRX (1-866-782-2779). Visit us at www.aetnaspecialtypharmacy.com

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)

www.AetnaSpecialtyPharmacy.com

We want you to know[®]



www.aetna.com