

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/Cardiology
- Hemophilia
- Hepatitis
- Immune System/IVIG
- HIV/AIDs
- Infertility
- Multiple Sclerosis
- 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.

* Precertification for Synagis and HMO infertility patients must be initiated by the physician.

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 Health Insurance Company of New York, Corporate Health Insurance Company and/or Aetna Life Insurance Company. Aetna Pharmacy Management refers to an internal business unit of Aetna Health Management, LLC.

This card may not be used after 12/31/07.

Advantages of Using Aetna Specialty Pharmacy

- Physicians avoid the financial and administrative inconvenience of purchasing and billing the medications.
- A refill process coordinated with the physician's treatment plan so members receive the right therapy at the right time.
- Members receive 24/7 access to registered nurses and pharmacists who offer disease and therapy education, specialty injection training, side effect management, 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 member or physician address.
- Same day delivery in urgent situations.

Patient Services

- Compliance monitoring (outreach calls to the member to promote compliance, check drug supply, etc).
- Members may benefit from out-of-pocket savings, depending on their plan.

Ordering Process

- Complete Medication Order Form and fax it to 1-866-329-2779 (1-866-FAX-ASRX).
- Depending on the member's plan, precertification may be necessary. Aetna Specialty Pharmacy is able to initiate precertification on the physician's behalf.*
- Orders may be placed Monday through Friday, between the hours of 8 a.m. and 7 p.m. (EST). 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.

How to Contact Aetna Specialty Pharmacy

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

Contact Information

Aetna Specialty Pharmacy
503 Sunport Lane
Orlando, FL 32809

Phone: 1-866-782-2779 (1-866-782-ASRX)

TDD: 1-877-833-2779 (1-877-833-ASRX)

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

Website: www.AetnaSpecialtyPharmacy.com

