

# Affordable access to specialty medications

**Aetna Specialty Pharmacy  
Oncology Services At a Glance**

**Aetna Specialty Pharmacy is Aetna's preferred pharmacy for members who require products and services related to the treatment of cancer. Aetna Specialty Pharmacy offers affordable access to chemotherapy medications and adjunct drugs administered in the patient's home, physician's office or other freestanding outpatient setting.**

**Chemotherapy medications and adjunct drugs are most often administered either subcutaneously or intravenously. These drugs are generally very costly and may require special handling, storage or shipping. For these reasons, most retail pharmacies do not stock chemotherapy medications and adjunct drugs.**

**AETNA SPECIALTY PHARMACY**

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

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

**[www.AetnaSpecialtyPharmacy.com](http://www.AetnaSpecialtyPharmacy.com)**

## **Geographic coverage and shipping**

Aetna Specialty Pharmacy is licensed to dispense medications within all 50 states as well as Puerto Rico. Medications are generally delivered within 48 hours. In emergency situations, medications can be shipped overnight to the ordering physician's address, provided that the order is legible and all necessary information on the Medication Request Form has been completed. Physicians are encouraged to contact Aetna Specialty Pharmacy directly to confirm anticipated date of receipt.

## **Ordering process**

To obtain self-injectable medications:

- Aetna Specialty Pharmacy is the **preferred supplier** of specialty medications for all **Aetna members** due to cost and convenience.
- Aetna Specialty Pharmacy is the **exclusive supplier** of specialty medications for **fully insured Aetna HMO members**.
- Physicians should submit a request for an injectable medication to Aetna Specialty Pharmacy by using the Aetna Medication Request Form.

## Advantages of using Aetna Specialty Pharmacy

- Physicians will be relieved from the financial and administrative burdens of purchasing chemotherapy medications and related injectables, allowing them to focus fully on patient care.
- Depending on their health plan, some members may have reduced out-of-pocket expenses for these drugs as a result of Aetna Specialty Pharmacy's negotiated rates.
- Members receive compassionate support services integrated with their physician's treatment plans. These services include clinical and customer support available 24 hours a day, 7 days a week by phone. Members can get more information on their diagnosis, the drugs they are taking, and social services support contacts.
- Medication reviews performed by oncology-certified nurses and oncology-trained pharmacists help minimize potential drug-to-drug interactions and promote appropriate prescribing.
- Members receive ongoing compliance monitoring. Nurse outreach is performed at a minimum of once each month. A nurse will contact the member by phone in order to evaluate progress and address any opportunities to improve compliance. Members are also contacted during Active Refill, which is performed 7 days before their next refill is due. A refill technician or professional nurse contacts the member by phone. The member is asked to confirm medication usage, the amount of product remaining and current dosage, and to discuss any side effects or therapy-related issues. Refill technicians also offer members the opportunity to speak to a nurse or pharmacist.
- Dedicated toll-free telephone lines are available.



## Questions

Contact your Aetna representative for more information.

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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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