



## Ready to skip the pharmacy line?

**Get your medicine delivered by mail.**

Are there prescription drugs you take regularly to treat a long-term health condition? One like high blood pressure, high cholesterol or diabetes? If so, mail-order delivery of a 100-day supply of your medicine could be a great option. And with **CVS Caremark® Mail Service Pharmacy**, you can get your medicine delivered right to you.

**TIP:** Most but not all drugs are available for mail-order delivery. For short-term medicines like antibiotics, you'll still use a retail pharmacy in your plan's network. Is a 100-day supply available for the medicine you take? Check with your provider to find out.

### Why choose mail-order delivery?



#### **It's convenient**

No need to worry about getting to and from the pharmacy. Or having to stand in a long line when you get there.



#### **It's safe and secure**

We'll use unmarked, tamper-resistant packaging to ship and protect your order.



#### **It makes adherence easier**

More medicine delivered when you need it means more time between refills — making it easier to stick to your provider's treatment plan.

**And there's no added cost for standard shipping, too!**



#### **View our video**

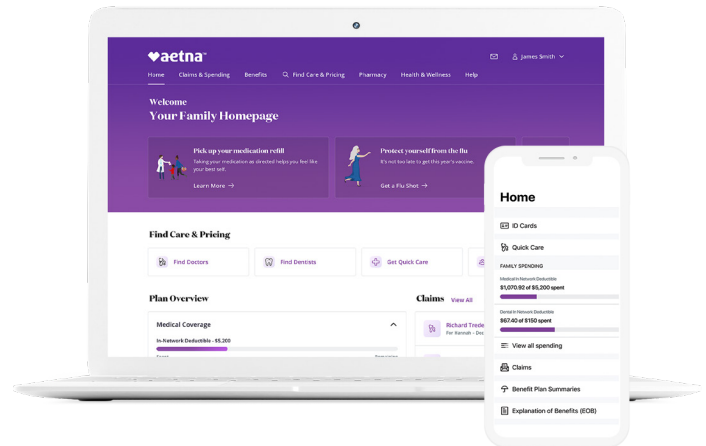
Want a quick overview of mail-order delivery? Watch our [short video](#).  
(1-MINUTE VIDEO)

# Let's get started with mail-order delivery

It all begins with your secure member website.

## There you can:

- ✓ Order your medicine
- ✓ Request a refill
- ✓ Enroll in auto refill and auto renew
- ✓ Track or check the status of your order, and more



## First, set up your profile

By setting up your profile now, you'll be ready to go with your first mail-order prescription.

1. Log in to your secure member website at [AetnaMedicare.com](https://www.aetna.com). (First time logging in? You'll need to register first. So be sure to have your Aetna® member ID card handy.)
2. Under "Prescriptions," choose "View All."
3. Select "Prescription Preferences."
4. Fill out the payment method and verify your shipping address.
5. Choose your preferred communication method (automated call, email or text message).



### TIP:

We'll only charge your payment method for medicines that have a copay or coinsurance. And when you have a payment method in your profile, we won't have to contact you and ask how you'd like to pay for your order. This helps you save time and avoid shipping delays.



# Then, choose one of these ways to place your order

There are four different ways to order your medicine.

**Just keep in mind:** Prescriptions for mail-order delivery aren't the same as those you pick up at a retail pharmacy. You'll need a new **100-day prescription** to get your medicine by mail.



## Go online

When you place your order online, we'll take care of requesting a new 100-day prescription from your provider. To get the process started:

1. Log in to your secure member website at [AetnaMedicare.com](https://www.aetna.com).
2. Click on the "Pharmacy" tab.
3. Choose "New Mail-Order Request."
4. Search for your medicine(s) and your provider to begin your order.



## Talk to your provider

Ask them to send a new 100-day prescription electronically to us. (Electronic prescriptions are fastest.) Be sure to give your provider this info:

**CVS Caremark Mail Service Pharmacy**  
Wilkes-Barre, PA 18706  
**NCPDP ID:** 0322038



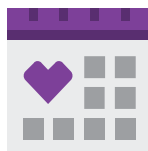
## Send us a Mail Order Service Form

Have a paper copy of your 100-day prescription? Send it, along with a completed [Mail Order Service Form](#), to the address shown at the top of the form.



## Call us

If the methods above won't work for you, no problem — we're here to help. Just call us at the Prescription Drug phone number on your Aetna® member ID card. Then choose the prompt for CVS Caremark Mail Order. We're here 24/7.



**TIP:** It can take up to **48 hours** for a new prescription to appear in your online account.

# What happens next

Here's the process after you place your order.

## 1 We'll review your order

If we need more info about your prescription, we'll put your order on hold and contact your provider. We'll reach out to you for all other issues. (This includes if your medicine is out of stock or if there's a payment problem.) We'll use your preferred communication method (automated call, email or text message) to contact you.

**TIP:** Delays may happen if we have a question and don't get a response from you or your provider. So if you hear from us, be sure to respond as soon as possible.

## 2 We'll get your approval, if needed

But only if someone other than you (such as your provider) asks us to fill or refill your prescription. And we'll only need your approval the first time we fill or refill the prescription.\*

\*As long as you stay in the same plan.

## 3 We'll ship your order

Your medicine will arrive in unmarked, tamper-resistant packaging. (And if it's temperature-sensitive, we'll add special packaging to protect it, too.)

**TIP:** CVS Caremark® Mail Pharmacy will provide an estimated delivery date when you place your order. So be sure you've chosen a preferred communication method in your profile. That way, you'll get updates on your order status by automated call, email or text.



## Have questions?

Call us at the Prescription Drug number on your Aetna member ID card. Then, select the prompt for CVS Caremark Mail Order.

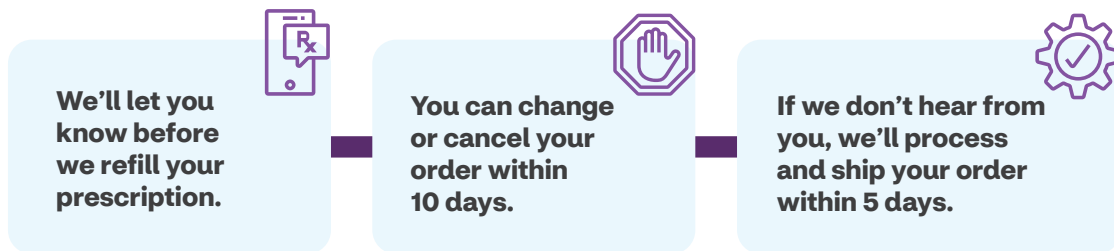
We're here 24/7.



# Consider auto refill and auto renew, too

Want even more convenience? Enroll your prescription in **auto refill** and **auto renew**. Both can help ensure you never miss a dose.

- ✓ With **auto refill**, as long as you have refills left, we'll refill your prescription when your supply runs low.
- ✓ With **auto renew**, when you're out of refills, we'll ask your provider to renew your prescription.



## How to get started

You can enroll your prescription in auto refill or auto renew **after** we've filled it the first time through CVS Caremark® Mail Order Pharmacy **and** it's ready for refill. To enroll:

1. Log in to your secure member website at [AetnaMedicare.com](https://www.aetna.com).
2. Choose "Refill & Renew" under "Prescription" and pick the prescription you'd like to enroll.
3. Use the auto refill and auto renew links to enroll your prescription.

### Things to keep in mind

- It can take up to **48 hours** for a new prescription to appear in your online account.
- If you transfer your prescription from another mail-order service, you'll have to set up auto refill and auto renew again.
- The option to auto refill and auto renew may not appear in your prescription history **until** your medicine is ready for refill.

**Have questions?** Call us at the Prescription Drug number on your Aetna member ID card. Then, select the prompt for CVS Caremark Mail Order. We're here 24/7.

**aetna** Rewards

Home Claims Plan Overview Find Care & Pricing Prescriptions Living Well

← Back to Refills & Renewals

### Prescription Details

Mail Order from CVS Caremark®

**Lantus 100u/ml Via**  
Quantity: 900 (90-day supply)

Member: Jane (Self)  
Prescribed by: JACK X SAMPLE  
Status: In Process  
Expires: N/A

Rx # 123456789  
NDC 00088222033

**Auto Refill**  
This prescription will automatically refill when your supply is low.  
[Enroll in Auto Refill](#)

**Auto Renew**  
This script will renew automatically when you're out of refills.  
[Enroll in Auto Renew](#)

This screen may look different if you're viewing it on a smartphone or tablet.

A middle-aged man with dark hair, wearing a grey polo shirt, is sitting on a light blue couch. He is looking down at a tablet computer he is holding with both hands. In his left hand, he also holds a small white pill bottle. The background shows a window with white curtains and some greenery outside. The image has a white, torn-paper-like corner effect in the top right.

## Frequently asked questions



Have a question about mail-order delivery? You may find the answer in this section. If you don't, give us a call at the Prescription Drug number on your Aetna member ID card. Then, select the prompt for CVS Caremark Mail Order. We're here 24/7.

# Frequently asked questions

## SETTING UP YOUR PROFILE

### Why do I need a payment method in my profile?

It speeds up order processing and helps prevent shipping delays when your medicine has a copay or coinsurance. If you **don't** have to pay a copay or coinsurance, we won't charge your payment method.

### How can I change my payment method?

Having an up-to-date payment method in your profile speeds up order processing. And it helps prevent shipping delays, too, when your medicine has a copay or coinsurance. You can set a default payment method or choose a new one each time you place an order.

- **To update or add a payment method before you place an order:** From "Prescriptions" in your secure member website, choose "View All." Select "Prescription Preferences," then click "Add Payment Method."
- **To update the payment method for an order you've already placed:** Call us at the Prescription Drug phone number on your Aetna® member ID card.

### How do I change my communication preferences?

1. Log in to your secure member website at [AetnaMedicare.com](https://www.aetna.com).
2. Select your name to open a list of options.
3. Choose "Profile and Preferences," then "Prescriptions."
4. Scroll down to "Prescription Alerts."
5. Use the purple buttons to choose automated call, email or text alerts.
6. For emails and texts, tell us if you want us to use the full or abbreviated name of your medicine.
7. Agree to the Terms and Conditions, then click "Save."

## PLACING YOUR ORDER

### What if I can't find my provider in the online search tool?

Try entering just part of your provider's last name. Still can't find them? Just give us a call. We'll be happy to help.

### Why do you need my approval to fill or ship my prescription?

Someone other than you (such as your provider) may ask us to fill or refill your prescription. The **first time** this happens, we have to get your approval before we can ship your medicine. **This rule was set up by Medicare.** It's to make sure you don't pay for and receive medicine you don't need. As long as you stay in the same plan, we'll only have to do this once for **each** prescription.

What if your provider asks us to fill multiple prescriptions at one time? When this occurs, we'll need a **separate** approval from you for **each** medicine.

### Will I have to pay for shipping?

There's no added cost for **standard** shipping. But you'll have to pay a fee for **expedited** (rush) shipping.

### How long will it take to get my order?

Once we get approval from your provider (if needed), it will take us 7-10 business days to process and ship your order. CVS Caremark® Mail Pharmacy will provide an estimated delivery date when you place your order. So be sure you've chosen a preferred communication method in your profile.

### How will I know when my order will arrive?

If you've chosen a preferred communication method in your profile, you'll get your order's status (including when it will arrive) by automated call, email or text message.

### Will I have to sign for my medicine when it arrives?

Controlled or temperature-sensitive medicines may require a signature when they're delivered. If you've signed up for text or email order status alerts, we'll let you know if your medicine requires a signature when you place your order.

# Frequently asked questions

## VIEWING YOUR ORDER ONLINE

### Why can't I see my prescription in my online account?

It can take up to 48 hours for a new prescription to appear in your online account. Still don't see it? Here's why it may not be showing up.

- **Your medicine isn't available for refill.**

This can happen if we're still processing your prescription. It can also occur if we've recently shipped an order to you. To learn more, go to "Prescriptions" in your secure member website and choose "Refills & Renewals." Find your medicine on the page, then click the "View Details" button.

- **You mailed your prescription to us, but it's not ready for a refill.**

If your prescription isn't ready for a refill yet, we'll:

- Auto refill your prescription when it **is** ready
- Or put your prescription on hold and ask for your approval to release it

- **Your prescription is still being transferred to us by your provider or another mail-order service.**

We'll reach out to your provider or the mail-order service for an update. If we don't hear back from them, we'll put your prescription on hold. If we're still unable to reach them after two attempts, we'll use your preferred communication method to let you know.

- **We haven't heard back from you or your provider**

If we're waiting on an approval or response from you or your provider, we'll put your prescription on hold. We'll release it once we hear from you or your provider.

### What does my order status mean?

There are nine order statuses. We list the most common ones below. Be sure to sign up for email or text updates to stay informed about your order status, including when it will arrive. (You can also log in to your secure member website at any time to check your order status.)

**1 – Order Received:** We're reviewing and processing your order.

**2 – We're Working on It:** We're getting your order ready to ship.

**3 – Delayed:** There are a few reasons why your order might be delayed.

- **Approval needed:** We may need your or your provider's approval before we can ship your order.
- **High copay:** Your copay may be higher than expected. We delay the order so you can review the copay and approve the charge.
- **Generic drug available:** A lower-cost generic drug is available for your name-brand medicine. We delay the order so you can talk to your provider about the generic drug.
- **Payment issue:** You may have an outstanding balance, or you may need to update your payment method.

If your order is delayed, we'll let you know and tell you what action you need to take.

**4 – Prescriber Contacted:** We've reached out to your provider because we need more info, or we require prior authorization. To learn more, go to "Prescriptions" in your secure member website and choose "Refills & Renewals." Find your medicine on the page, then click the "View Details" button.

**5 – Not Filled:** There are a couple of reasons why we didn't fill your order.

- We didn't get a response from your provider.
- Your provider asked us not to fill the prescription, or they didn't give us prior authorization.

To learn more, go to "Prescriptions" in your secure member website and choose "Refills & Renewals." Find your medicine on the page, then click the "View Details" button.

**6 – Upcoming:** We received your order before your next refill is available. So we've scheduled it for a later ship date.

**7 – Shipped:** Your order is on its way to you. To learn more, go to "Prescriptions" in your secure member website and choose "Refills & Renewals." Find your medicine on the page, then click the "View Details" button.

## The legal stuff

See Evidence of Coverage for a complete description of plan benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by service area. For mail-order, you can get prescription drugs shipped to your home through the network mail-order delivery program. Typically, mail-order drugs arrive within 10 business days. You can call **1-866-235-5660 (TTY: 711)**, 24 hours a day, 7 days a week if you do not receive your mail-order drugs within this timeframe. Aetna and CVS Care-mark® Mail Service Pharmacy are part of the CVS Health® family of companies. For a complete list of other participating pharmacies, log in to [AetnaMedicare.com](https://www.aetna.com) and use our provider search tool. Participating health care providers are independent contractors and are neither agents nor employees of Aetna. The availability of any particular provider cannot be guaranteed, and provider network composition is subject to change. This material is for informational purposes only and is not medical advice. Health information programs provide general health information and are not a substitute for diagnosis or treatment by a physician or other health care professional. Contact a health care professional with any questions or concerns about specific health care needs. Providers are independent contractors and are not agents of Aetna. Provider participation may change without notice. Aetna is not a provider of health care services and, therefore, cannot guarantee any results or outcomes. The availability of any particular provider cannot be guaranteed and is subject to change. Information is believed to be accurate as of the production date; however, it is subject to change. For more information about Aetna plans, refer to our website.