

Quality health plans & benefits  
Healthier living  
Financial well-being  
Intelligent solutions

aetna®



Choose from two ways to get a 90-day supply of medicine you take regularly

## Maintenance Choice® Program

Do you take maintenance medicine?

These are drugs that treat conditions like arthritis, asthma, diabetes or high cholesterol. If you need this type of drug, the Maintenance Choice program offers you choice and savings.

**Enjoy two ways to save. You will pay the same amount either way:**

**Aetna Rx Home Delivery® mail-order pharmacy:**

- Reorder only once every three months — online, by phone or by mail.
- Receive your medicine in private, secure packaging.
- Talk to a pharmacist by phone, any time of the day or night.
- Plus, you can easily order refills and manage your prescriptions anytime. Log in to [www.aetnavigators.com](http://www.aetnavigators.com), your secure member website.

**CVS/pharmacy near you:**

- Pick up your medicine at a CVS/pharmacy retail location that is convenient for you.
- Enjoy same-day prescription availability.
- Talk with a pharmacist face-to-face.

## How to get started

The following chart provides detailed steps to help you start enjoying all the benefits of the Maintenance Choice program.

If you would like ...	Then ...
To continue with Aetna Rx Home Delivery mail-order pharmacy	<b>You don't have to do anything</b> We'll continue to send your medicine to your home, or anywhere you choose.
To pick up at CVS/pharmacy	<b>You can do so quickly and easily. Choose the option that works best for you:</b> <ul style="list-style-type: none"><li>• Log in to <a href="http://www.aetnavigators.com">www.aetnavigators.com</a>. Click "Find a Doctor, Pharmacy or Facility" to find a CVS/pharmacy near you.</li><li>• <b>For new orders</b> — If you have a new prescription for a 90-day supply, please ask the pharmacist to fill it. You can also call the toll-free number on your member ID card and we'll handle the rest.</li><li>• <b>For refill orders</b> — To refill an existing prescription, bring your current medicine to the pharmacist and ask for a 90-day refill through the Maintenance Choice program.</li></ul>
To sign up for Aetna Rx Home Delivery mail-order pharmacy for the first time	<b>Submit your order using one of these options:</b> <ol style="list-style-type: none"><li><b>1. Mail</b> — Get a new 90-day prescription from your doctor. Mail it to us with a completed order form. Access the order form online. Log in to <a href="http://www.aetnavigators.com">www.aetnavigators.com</a>, then click "Aetna Pharmacy."</li><li><b>2. Fax</b> — Ask your doctor to fax your new prescription, with your completed order form to <b>1-877-270-3317</b>. Make sure your doctor includes your member ID number, your date of birth and your mailing address on the fax cover sheet. Only a doctor may fax a prescription.</li><li><b>3. Phone</b> — Call us toll-free: <b>1-888-RX AETNA (1-888-792-3862)</b> or <b>TDD: 1-800-823-6373</b>. With our Aetna Rx Courtesy Start<sup>SM</sup> program, we will contact your doctor to attempt to get a new prescription. Your doctor may require you to schedule a visit before he or she will write you a new prescription. After we reach out to your doctor, please allow adequate time (up to 7 days) for us to receive a reply. To help this process move quickly, we highly recommend you alert your doctor to expect our outreach.</li></ol>
More information about your prescription drug coverage	<b>Go online</b> Log in to <a href="http://www.aetnavigators.com">www.aetnavigators.com</a> . Click "Aetna Pharmacy" from the top of the page and then "Get Drug Prices."  <b>Or, give us a call</b> Call Rx Member Services toll-free at <b>1-888-RX AETNA (1-888-792-3862)</b> .

With Maintenance Choice, you are covered to fill a set amount of 30-day fills at any pharmacy in our network. After that, your plan will cover 90-day fills through Aetna Rx Home Delivery or a CVS/pharmacy. Before you reach your 30-day fill limit and your out-of-pocket cost increases, we will contact you to help you get started with Maintenance Choice. We'll then help you get a prescription from your doctor for a 90-day supply. Then you can choose to fill it through Aetna Rx Home Delivery or at a CVS/pharmacy. Your privacy is important to us. Our employees are trained regarding the appropriate way to handle your private health information.

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