



# Get Started Guide

Your Aetna® Prescription Drug Plan (PDP)

[AetnaMedicare.com](https://www.aetnamedicare.com)

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# Get the most from your Part D coverage

We'll walk you through your plan, so you can understand your benefits

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## Register your account at [Aetnamedicare.com/PDPlogon](https://www.aetnamedicare.com/PDPlogon)

Aetna Medicare SilverScript PDP members can go to [Aetnamedicare.com/PDPlogon](https://www.aetnamedicare.com/PDPlogon) to register a personal account. You can view your Explanation of Benefits (EOB), manage your prescriptions, and more. Need help registering? Call the phone number on your member ID card.

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## Use your member ID card

You'll get your member ID card in the mail. Once your coverage starts, you'll need it to fill or order prescriptions and to register for your online account. Remember to always use your ID card whenever filling a prescription even when the pharmacy price is low. This is because typically the price you pay with your ID card is even lower.

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## Manage your plan

You can get answers about benefits and coverage by calling the number on your member ID card. Or go to [Aetnamedicare.com/PDPlogon](https://www.aetnamedicare.com/PDPlogon) to access your online account.



Watch a quick video on how to get the most out of your Aetna Medicare Part D Plan: [AetnaMedicare.com/WelcomePDP](https://www.aetnamedicare.com/WelcomePDP)

## Customize the way you would like to hear from us.

1. Log on to your secure portal and click "Profile" then "Communication preferences".
2. Click "Edit" to expand each category, then select your preferences.
3. Click "Save changes" and you're done! It's that easy.

## Your pharmacies and medicines



Fill your prescriptions at retail pharmacies or have them mailed to your home. You'll enjoy the same cost-share for 90-day supplies whether you use retail or mail order.

Take advantage of our large pharmacy network to save money. Using a preferred pharmacy may help lower your costs. It's easy to find a preferred pharmacy near you. Just check the online pharmacy locator at [AetnaMedicare.com/FindPharmacy](https://www.aetnamedicare.com/FindPharmacy). Or call the number on your member ID card.



## Get a 90-day supply sent to your home

With CVS Caremark® Mail Service Pharmacy, you can have your prescriptions at your doorstep.

### You'll also enjoy:

- The same cost-share for 90-day supplies whether you use **preferred** retail or mail order
- **\$0-\$6 for a 90-day supply** of Tier 1 drugs depending on your plan\*
- **Prescriptions verified** by licensed pharmacists who can answer your questions
- **Online tools** for tracking your secure orders

Give your doctor this number to send your electronic prescriptions: NPI 1881952851.

\*At preferred pharmacies

# You have extra tools and savings to stay healthy

You're a valued member of an Aetna® Medicare Prescription Drug plan offered by Aetna Medicare. That means you have access to discounts. And special access to resources designed to help you reach your health goals. This includes savings on dental, hearing and vision supplies, tools for healthy living, home-delivered meals and more.

## 3 Ways You Can Reach Out:



### Scan

the **QR code** using your smartphone's camera to learn more.



### Visit

**[Aetnamedicare.com/PDPlogon](https://www.aetnamedicare.com/PDPlogon)**

To view a complete list of your discounts and resources, following these steps below:

1. Go to **[Aetnamedicare.com/PDPlogon](https://www.aetnamedicare.com/PDPlogon)**.
2. Sign in or register for your secure member portal.
3. Once you're on **the portal**, click on the "health resources" tab.
4. Select "discount programs."



### Call

**1-866-235-5660 (TTY: 711)**

to get assistance registering for an online account.

## Switching pharmacies and managing your refills

When changing pharmacies, it's important to call ahead or visit sooner rather than later. This can help avoid any delays between refills. Fortunately, Aetna® has a large network of pharmacies for you to choose from when filling your prescriptions. Find a pharmacy near you at **[AetnaMedicare.com/FindPharmacy](https://www.aetnamedicare.com/FindPharmacy)**.

### It's easy to switch:

Moving your prescriptions to a preferred pharmacy is easy. Just let the pharmacy do all the work. Contact them as soon as your new plan begins and follow the three easy steps below:



Call or visit the preferred pharmacy where you'd like to fill your prescriptions.



Have your pill bottles and your member ID card handy.



Relax while the pharmacist takes care of the rest.

### Questions about preferred pharmacies?

Simply call **1-866-235-5660 (TTY: 711)**. We're here 24 hours a day, 7 days a week.



### Get refills delivered to your door

Can't always get to the pharmacy? We have you covered with **CVS Caremark® Mail Service Pharmacy**. To learn more, just call us at **1-866-235-5660 (TTY: 711)\*\***.

\*\*CVS Caremark® Mail Service Pharmacy may also contract with other plans.

# How much will your drugs cost?

We have a broad list of covered drugs. You can check cost-share at [AetnaMedicare.com/Formulary](https://www.aetna.com/medicare/formulary). Search for your drug by category or name in the index.

**Note:** Some drugs have special rules. If your drugs have these rules or limits listed in the formulary, see your options at [AetnaMedicare.com/PDPinfo](https://www.aetna.com/medicare/pdpinfo) and talk to your doctor.

## How to read your formulary and coverage rules

Your plan's formulary includes both brand-name and generic drugs. It gives you the information you need to determine your cost-share. And it shows the mail-order availability of your medicines.

The **drug(s)** covered by your plan

The **"tier"** level or pricing category

The **coverage rules** for a drug

	Drug name	Drug tier	Requirements/limits
<i>Italics:</i> Generic drugs	<i>Sample_Generic Drug</i>	1	MO
CAPITALS: Brand-name drugs	SAMPLE_BRAND DRUG	4	QL (30 EA per 30 days) MO

## Terms for understanding your benefits

- **Mail order (MO):** Available for up to a 90-day supply through CVS Caremark® Mail Service Pharmacy.
- **Quantity limit (QL):** There's a limit on the amount of the drug that we cover for each refill.
- **Step therapy (ST):** You'll need to try certain drugs first before we'll cover the prescribed drug.
- **Prior authorization (PA):** Your doctor needs to get approval from us before we cover the drug.



### Extra support

Specialty medicines for complex medical conditions often require special shipping or storage. That's why CVS Specialty® Pharmacy Services gives you safe and reliable prescription delivery.

You can learn more about this support by visiting [CVSSpecialty.com](https://www.cvspecialty.com). Or call **1-866-235-5660 (TTY: 711)** to talk with someone 24/7.

# Easy payment options

## Worry-free automatic payments

If you need to pay your premiums, automatic payments are convenient. Choose any of our automated payment options and say goodbye to checks, postage and due dates.

**For your convenience, you can pay by any of the following ways:**

- ✓ Charge to your debit/credit card
- ✓ Withdraw directly from your checking or savings account
- ✓ Deduct from your Social Security or Railroad Retirement Board benefit payments

To get started with automatic payments, access the **[AetnaMedicare.com/PayYourPremium](https://www.aetna.com/membership/PayYourPremium)**. Or just call the number on your member ID card.

## Other ways to pay

You can also pay your premium in either of the following ways:

- Self-service over the phone at **1-866-535-8403 (TTY: 711)**
- In person at a CVS Pharmacy® location\*\*\*
- Send in a check or money order to the address listed on your invoice

## Commonly asked questions

### When can I expect to receive my first premium invoice?

Your first invoice may take up to 45 days after your coverage effective date to arrive. Your payment isn't due until you receive your invoice.

### When are premium payments due?

Your premium payments are due on the 1st of each month. However, you can select one of our convenient automatic premium payments through your bank account or credit card. If you do, your payment will be processed between the 8th and 10th of each month.

### I signed up for automatic payments, but I received an invoice in the mail. What should I do?

Just continue to pay your premium invoices until you stop receiving them. It may take two months or more for your automatic payments to begin.



\*\*\*Service not available at CVS Pharmacy in Target® and Schnucks locations.

## Keep your medications organized and safe



You may need to take different medications to manage different health conditions. So it's important to keep a medication regimen and review your prescriptions regularly with your doctor and pharmacist.

Keep this list handy so you have a record of the medications you take.

Drug name	Quantity	Frequency	Prescribing doctor



Aetna and CVS Caremark® are part of the CVS Health® family of companies.

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. Vendors offer Value-Added Items and Services (VAIS) at a discount that are not part of your plan's benefits. You will pay the full cost of discounted services not covered under your plan. For mail order, you can get prescription drugs shipped to your home through the network mail-order delivery program. The typical number of business days after the mail-order pharmacy receives an order for you to receive your shipment is up to 10 days. Enrollees have the option to sign up for automated mail-order delivery. If your mail-order drugs do not arrive within the estimated time frame, please contact us toll-free at **1-866-235-5660 (TTY: 711)**, 24 hours a day, 7 days a week. The formulary and pharmacy network may change at any time. You will receive notice when necessary. Other pharmacies are available in our network. Members who get "Extra Help" are not required to fill prescriptions at preferred network pharmacies in order to get Low Income Subsidy (LIS) copays. Participating physicians, hospitals and other health care providers are independent contractors and are neither agents nor employees of SilverScript. The availability of any particular provider cannot be guaranteed, and provider network composition is subject to change.

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