



Get Started Guide

Your Aetna® Prescription Drug Plan (PDP)

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

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Easy payment options

Worry-free automatic payments

If you need to pay your premiums, automatic payments are easy. 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 these 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, go to **[AetnaMedicare.com/PayYourPremium](https://www.aetna.com/PayYourPremium)**. Or just call the number on your member ID card.

Other ways to pay

You can also pay your premium in any of these ways:

- Self-service over the phone at **1-866-535-8403 (TTY: 711)**
- In person at a CVS Pharmacy® location*
- By a check or money order to the address 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.



*FOR PREMIUM PAYMENTS AT PHARMACY LOCATIONS: Service not available at CVS Pharmacy in Target® and Schnucks locations.

Get the most from your Part D coverage

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

1

Register your account at [AetnaMedicare.com/Caremark](https://www.aetna.com/Caremark)

Aetna Medicare SilverScript PDP members can go to [AetnaMedicare.com/Caremark](https://www.aetna.com/Caremark) to register for 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.

3

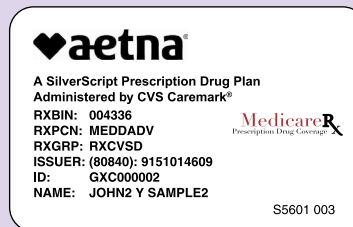
Use your member ID card

You'll get your member ID card in the mail. Once your coverage starts, you'll need it to fill or order prescriptions and 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.

2

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/Caremark](https://www.aetna.com/Caremark) to access your online account.



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 you. 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.aetna.com/FindPharmacy). Or call the number on your member ID card.



Get a 90-day supply sent to you

With CVS Caremark® Mail Service Pharmacy, you can have your prescriptions you take regularly delivered right to you.

You'll also enjoy:

- The same cost-share for 90-day supplies whether you use **preferred** retail or mail order
- \$0-\$6 copay 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.

*FOR COPAY OF A 90-DAY SUPPLY:
Fill at a 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/Caremark](https://www.aetna.com/Caremark)

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

1. Go to **[AetnaMedicare.com/Caremark](https://www.aetna.com/Caremark)**.
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)

for help 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.aetna.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 these three easy steps:



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 you

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)**.

Keep your medications organized and safe



You may need to take different medicines to manage different health conditions. So it's important to keep to 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. Typically, mail-order drugs arrive within 10 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. Members may have the option to sign-up for automated mail-order delivery. The formulary and/or pharmacy network may change at any time. You will receive notice when necessary. Other pharmacies are available in our network. Participating 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.