



# 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://AetnaMedicare.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 **1-855-651-4856 (TTY: 711), 24 hours a day, 7 days a week**
- In-store at a CVS® retail location (in-store premium option not available at CVS Pharmacy® locations at Target or Schnucks)
- 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 process 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.





# 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.

2

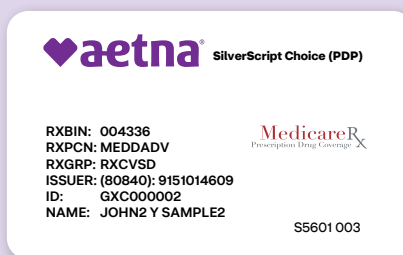
## Manage your plan

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.

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.



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

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

## Delivery of your medication at no added cost



As an Aetna® prescription drug plan (PDP) member, you have access to CVS Caremark® Mail Service Pharmacy. You can get a three-month supply of medications you take regularly. Like those for maintenance medicines such as high blood pressure, high cholesterol, diabetes and others.

With CVS Caremark Mail Service Pharmacy, you can get your medicine sent straight to you.



### Why get your prescriptions by mail?

- Free standard shipping
- Secure, unmarked packaging to protect your privacy
- Automatic refill reminder

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

# 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**.

## It's easy to switch

Moving your prescriptions to another 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:

1



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

2



Have your pill bottles and your member ID card handy.

3



Relax while the pharmacist takes care of the rest.

## Questions?

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)**.

# Your access to discount products and services

You're a valued member of an Aetna® Medicare prescription drug plan (PDP). That means you have access to discounted products and services designed for your health and well-being. Check them out today.

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

1. Go to **AetnaMedicare.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."

## 3 ways you can reach out:



### Visit

**AetnaMedicare.com/Caremark**



### Scan

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



### Call

**1-866-235-5660 (TTY: 711)** 24 hours a day, 7 days a week for help registering for an online account.

# How much will your drugs cost?

We have a broad list of covered drugs. You can check your cost-share at **AetnaMedicare.com/Formulary**. Search for your drug by category or name in the index.

Also check your Evidence of Coverage (EOC) at **AetnaMedicare.com/EOC**. The EOC gives you details about what the plan covers, how much you pay, and more.

**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** and talk to your doctor.

## How to read your formulary (drug list) 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 <b>drug(s)</b> covered by your plan	The " <b>tier</b> " level or pricing category	The <b>coverage rules</b> 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 three-month 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.
- **Specialty Pharmacy (ACS):** Available from CVS Specialty® Pharmacy. These drugs are for complex medical conditions and may require special handling and/or close monitoring. They are available through CVS Specialty Pharmacy Services and may be available at other specialty pharmacies in the network. You may not be able to get them at your local pharmacy.



### 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**.

Or call **1-866-235-5660 (TTY: 711)** to talk with someone 24/7.

# 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. Be sure to 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® Mail Service Pharmacy 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 prescriptions 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.