



## Member Mail Order Helpful Hints, Reminders and Tools



## Member Helpful Hints

### Using Aetna Rx Home Delivery is easy – get started today

Aetna Rx Home Delivery is a convenient, cost-effective way to obtain your medications through the mail.

[Start taking advantage of the benefits of Aetna Rx Home Delivery by following these easy steps:](#)

#### **Ordering a new prescription by mail or by fax –**

- Step 1: Obtain a prescription from your doctor for each maintenance medication you or a family member is taking (typically a 90-day supply).
- Step 2: Complete and mail the order form, along with your new prescription(s) and method of payment, to Aetna Rx Home Delivery. Order forms can also be found at [www.aetnavigators.com](http://www.aetnavigators.com). It is important this order form be completely and accurately filled out in order to avoid delays.)
- OR: Ask your doctor to fax your new prescription, with your completed order form, to 1-800-416-9264. Please note: Aetna Rx Home Delivery can only accept faxed prescriptions from your doctor's office.

#### **How to handle Refilling a prescription:**

Once you've placed your original order with Aetna Rx Home Delivery, you have three convenient ways to order refills –

- Online: Visit our refill page to start the process. Website, [www.aetnavigators.com](http://www.aetnavigators.com). Order refills, track order status and more.
- By phone: Call us toll-free at 1-866-612-3862. (Call anytime, day or night. Live help is also still available.) Have your Member ID number, your prescription number and credit number ready.
- By mail: Send in the refill slip that you received with your last order, along with your payment. This slip will also tell you when your next refill will be available.



## Things to REMEMBER Submitting a Prescription to Aetna Rx Home Delivery

- Please allow 3-5 business days for the United States Post Office to deliver your order form and prescriptions to the Aetna Rx Home Delivery facility.
- Generally, if your order is complete, you will receive your medication, within 10 to 14 days from when Aetna Rx Home Delivery receives your order. If we need to contact you or your prescribing physician about your order, delivery may take longer. Most Refills will be sent within 48 hours of submission. New prescriptions may take longer.
- Members can choose the method of billing, electronic check processing, Bill me later or Credit Card. also add additional credit cards on file and pick which one they would like to use depending on the orders
- You can request rush delivery for an additional charge (2nd business day \$17; Next business day \$23). Please note faster delivery is for shipping time, not processing time and can only be sent to a street address, not a PO box. As a reminder there is no additional charge for standard shipping.
- If you are running low on your current supply of medications that you are going to order from Aetna Rx Home Delivery, please keep the above stated time frames in mind. In order to prevent you from running out of medication while you are waiting for your prescription from Mail Order, have your physician call in a one month supply of your prescription to a local retail pharmacy in your area.
- Your physician may fax in prescriptions for you to Aetna Rx Home Delivery. If this is the first time you are using Aetna Rx Home Delivery, have your MD also fax in your completed member profile with you prescriptions. Prescriptions faxed in from anywhere else except from a physician's office will not be processed, and this will delay you getting your order.
- If you want your prescriptions to be filled with Brand name medications only (no generics) makes sure that your physician writes or indicates clearly on your prescriptions that they should be "Brand only" or "Dispense as Written". If your physician does not indicate "Brand Only" on your prescriptions, Aetna Rx Home Delivery will substitute generics medications when appropriate.
- Verify all of your prescriptions are written correctly before mailing them to Aetna Rx Home Delivery.
- Before you (the member) can order a refill online you must obtain an initial order of that prescription from ARxHD.
- Enhanced alert messages: Get quick refill reminders, check order status and more. Get alerts by email, phone, text message or secure email inbox. Visit [www.aetn navigator.com](http://www.aetn navigator.com) to choose your preference.



# Member Tools

**Mail order features:** Single web experience, auto refill options, auto renew, alerts that can be customized by members, family access (delegate within in family coverage)



[Logout](#) [Your Profile](#) [Site Map](#) [Contact Us](#) [en Español](#)

Home Coverage & Benefits Claims Care & Treatment Health Records Health Programs

## I want to...

- Find a Doctor, Pharmacy or Facility
- Estimate Cost of Care
- View Deductibles & Plan Limits
- Get an ID Card
- View Explanation of Benefits
- Find a Clinical Policy Bulletin
- Take a health assessment
- Order medications
- Estimate Drug Costs
- More...

## We are here to help

Have a question?

Ask an Aetna customer service representative

CHAT LIVE NOW

English | [Español](#)

Can you save on your Rx? Find out in Savings Center

You have no recent orders

You have no new messages

Search

[My Profile](#) | [Logout](#)

Home Prescriptions & Coverage Drug Information Health Resources Customer Service

**My Prescriptions**

- [Managing My Rx](#)
- [Refill by Mail](#)
- [Check Order Status](#)
- [View Prescription History](#)
- [View/Print Prescription Report](#)
- [New Prescriptions](#)
- [Savings Center](#)
- [FastStart®](#)
- [Account Balance](#)

**My Coverage**

- [Check Drug Cost](#)
- [Find Local Pharmacy](#)
- [My Drug List](#)
- [My Prescription Plan](#)
- [Print Forms](#)
- [Print ID Card](#)

**My Account**

- [Update Profile](#)
- [Contact Information](#)

Home: [Prescriptions and Coverage](#): [My Prescriptions](#): [Managing My Rx](#): [Refill by Mail](#)

### Place Refill Order

- Order
- Verify
- Shipping
- Billing
- Confirmation

**Refills**  
In the Order Rx column, select "Refill" to fill a prescription.

**Auto Refill®**  
Select "Auto Refill" if you want us to automatically refill your prescription and send it to you before it runs out. We will let you know if a prescription cannot be refilled.

**Auto Renew®**  
Select "Auto Renew" if you want us to contact your doctor for a new prescription each time it is out of refills or about to expire. We will contact you if it cannot be renewed. Once your doctor approves the new prescription, it will automatically be filled and sent to you.

Learn more about the [Automatic Prescription Refill and Automatic Prescription Renewal Program](#). If you un-enroll a prescription from the auto refill or auto renew program, any orders currently in process will not be affected.

### Prescriptions

Click the names to view or hide prescription information.



# Order Medications Online

[Request Coverage Exceptions](#) | [Transfer a Prescription](#)

**Get Started**

**Refill by Mail**

**Pick up at a local CVS Pharmacy**

The “Start Mail Service” page informs a member how to get a prescription through mail service by one of three ways.

This page also lets a member know how to refill a prescription and will house a link to the different brochures and order forms for Aetna Members

Follow these simple steps to order, renew or refill a prescription

Three easy ways to get a new mail-service prescription:

1. Give your doctor our fax number, 1-800-416-9264. Your doctor can fax in the prescription along with a completed order form. Make sure your doctor has your Member ID number and your mailing address.
2. Get a new prescription from your doctor. Mail your new prescription to us with a completed Mail Service Order Form. If you do not have an order form, you can print one at [www.aetnavigators.com](http://www.aetnavigators.com)

[View a sample 90-day prescription](#)

OR

3. Call the toll free number on your prescription card. We will contact your doctor for you to get a new prescription.

**If you follow these easy steps**, generally your medicine will be delivered to you within 14 days.



This page also lets a member know how to refill a prescription and will house a link to the different brochures and order forms for Aetna Members

## How to Renew a Prescription with No Refills Left

**Step1:** Have your doctor sign the renewal form (sent to you in your final refill shipment) or get a new prescription.

**Step2:** **Complete and mail** the renewal form, or an order form, along with your new prescription(s) and payment to Aetna Rx Home Delivery.

OR

Have your doctor fax your prescription(s). with the order form that you have completed, to 1-800-416-9264

Generally, your medicine should be delivered to you within 14 days.

## How to Order a Refill

**Online:** [Visit our refill page](#) to start the process.

**By phone:** Call Aetna Rx Home Delivery toll free at 1-866-612-3862 (TDD: 1-800-201-9457) . Have your Member ID number, your prescription number and your credit card number ready.

**By mail:** Send in the refill slip that you got with your last order along with your payment. This slip will also tell you when your next refill will be available.

## Brochures and Order Forms

Our member brochures include important information about ordering your prescriptions by mail

[Aetna Rx Home Delivery Brochure](#)(PDF)

[SPANISH Aetna Rx Home Delivery Brochure](#)(PDF)

Please fill out the order form below completely.

[Aetna Rx Home Delivery Form](#)(PDF)

[SPANISH Aetna Rx Home Delivery Form](#)(PDF)



# Member Web Experience Home Delivery

Placing refill is easy it all starts at the Aetna Navigator Home Pharmacy Page.

## Mail Order Pharmacy

If you or a family member take medication for a chronic condition, refilling your prescriptions online is easy and convenient. You could save time and money with Aetna Rx Home Delivery, our mail order pharmacy. [Learn more](#)

- [Refill by Mail](#)
- [Check your Order Status](#)
- [Download an Order Form](#)

**GET STARTED NOW** ➔

Need to fill a prescription immediately? [Find a retail pharmacy near you](#)





## Select a Prescription

CONTINUE

In the Order Rx column, select "Refill" to fill a prescription. When you complete the process, an e-mail will be sent to you with your order number and the amount charged to the payment method you choose.

Update your and dependents allergies and health information [here](#).

Placing refill is easy it all starts here.

This form is asking the member to confirm the Rx they have chosen for refill.

It provides them the name of the medications broken out for each member of the family.

**METSTAETNA12 AETNALN161 - 09-20-1951**

The following are the medicines this member is currently taking.

RX Name & Number click to view RX details	Next Fill Date	Refills Left	Last Fill Date	Rx Exp. Date	Order Rx All
Zocor  - 10mg  RX NUMBER <a href="#">006229512</a>	NOW	3	11/25/10	06/12/11	<input type="checkbox"/> Refill

[Hide](#)

[View All Hidden Prescriptions For This Member](#) ▶

**METSTAETNA13 AETNALN161 - 11-14-1998**

The following are the medicines this member is currently taking.

RX Name & Number click to view RX details	Next Fill Date	Refills Left	Last Fill Date	Rx Exp. Date	Order Rx All
--	----------------	--------------	----------------	--------------	-----------------



# Review Your Order

Select, edit or add you shipping address and choose a shipping method.

## Refills

Review:

The member then reviews the order for accuracy – once the member confirm their order an estimated cost will be provided.

### METSTAETNA12 AETNALN161 - 09-20-1951

	ESTIMATED COSTS	
<b>Medicine</b>	<b>You</b>	<b>Remove</b>
Flomax ⓘ - 0.4mg Cap	Not Available *	⊗

### METSTAETNA13 AETNALN161 - 11-14-1998

	ESTIMATED COSTS	
<b>Medicine</b>	<b>You</b>	<b>Remove</b>
Xopenex ⓘ - 1.25/3ml Neb	Not Available *	⊗



## Shipping:

This section holds a primary address and also allows the member to add an alternate and a temporary address.

A member can also give/update their email address and choose the method of shipment.

If a member chooses to upgrade the shipping method, it states that this changes only the method of shipping and not the processing time

## Shipping Information

Please select your shipping information below. Note that if no information is provided below that your default shipping information will be used any time your prescription is mailed.

Select, edit or add your shipping address and choose a shipping method.

### Ship To

<b>Name</b>	METSTAETNA12 AETNALN161
<b>Address</b>	1423 LAKESIDE DR BANNOCKBURN, IL 60015

## Shipping Address

**Primary Address**  
**[Same Address as above]**  
1423 LAKESIDE DR

NOTE:  
When creating an alternate address, you must select a



Members are given a summary of the cost of the order, shipping charges if they apply and any past due balances.

They then choose the method of billing, electronic check processing, Bill me later or Credit Card.

Members can also add additional credit cards on file and pick which one they would like to use depending on the orders

Review your order total, select a payment method, and click 'Place Order' at the bottom of the page.

### Estimated Order Total

Prescription	Not Available *
Shipping	\$0.00
Outstanding Balance	\$20.00
Order Total	\$20.00

### Payment Method

	Account Type	Account Name	Action	
<input type="radio"/>	<b>Electronic Check Processing</b>	doreen-0802 - 0802EDIT - 0802 ▼	Edit	Add
<input type="radio"/>	<input checked="" type="checkbox"/> <b>BillMeLater</b> <a href="#">See terms</a>	Edit BML ▼	Edit	



# Order Status

Order status allows the member to see where in the facility their order is at any specific time.

It provides the order number, the date of the order, the status of all prescriptions in the order and also the cost once the order has shipped.

Past orders that are completed or cancelled will be pulled over so that members will be able to see a summary of orders filled through Pompano or KC

To view or print the details of any individual order, please click the order number.

\* = Estimated Cost



What's Next

**Review** your order by clicking the Order Number.

**Print**

Show order status:

Order Date	Order Number	Status	Rx Name	Rx Status	Cost
05/07/2011	1219354565	Future Fill on 05/07/2011	<b>Singulair</b> ⓘ - 5mg Chw brand w/o	Processing	Pending



## Manage Payment Information

Add, edit or remove an account or change your default payment method.

This section allows a member control over how Home Delivery will bill their orders.

Members have many ways to control payments from direct debit of a checking account to keeping several credit cards on file

	Account Number	Account Type	Account Name	Action	
<input type="radio"/>	*****0802	Electronic Check Processing	doreen-0802 - 0802EDIT - 0802	<a href="#">Edit</a>	<a href="#">Remove</a>
<input type="radio"/>	*****9761	Electronic Check Processing		<a href="#">Edit</a>	<a href="#">Remove</a>
<input type="radio"/>	N/A	Bill Me Later®	Edit BML	<a href="#">Edit</a>	<a href="#">Remove</a>
<input checked="" type="radio"/>	*****2205	Credit Card	MC -2205	<a href="#">Edit</a>	<a href="#">Remove</a>
<input type="radio"/>	*****4448	Credit Card	my visa - 4448	<a href="#">Edit</a>	<a href="#">Remove</a>
<input type="radio"/>	*****1111	Credit Card	majestic - 1111	<a href="#">Edit</a>	<a href="#">Remove</a>
<input type="radio"/>	*****0002	Credit Card	MC -0002	<a href="#">Edit</a>	<a href="#">Remove</a>

### Add New Payment Account

[Electronic Check Processing](#)

[Credit Card](#)



### What's Next

Provide your information and click **"Save"**.

**Please Note:** You cannot remove a phone number if you have selected it as your default.

This section allows a member to update the phone number and email address that we have on file.

Information updates are real time and saves the member a call into customer care for these services

## Phone Numbers

Type	Phone Number	Default	Action
Home 1	(214) 999-9999	Day	<a href="#">Edit</a>

[Add phone number](#)

## E-mail Address

To change your e-mail address simply enter and verify your update below, and click save

**E-mail Address:**



## Enjoy a new and improved Aetna Rx Home Delivery<sup>®</sup> experience

Aetna Rx Home Delivery is Aetna's mail-service pharmacy. It is part of your prescription drug coverage. You can use it to get up to a 90-day supply of your maintenance medicine by mail. This type of medicine is used regularly. You may use it for conditions like arthritis, asthma, diabetes or high cholesterol.

As of your effective date, enjoy many enhanced services:

- Fully integrated secure member website [www.aetnavigators.com](http://www.aetnavigators.com)
- Enhanced alert messages
- New order forms
- New interactive phone system

## Ordering is easy

**New prescriptions, on or after your effective date:**

**By mail:** Submit completed order form with prescription and payment

**By fax:** Your doctor can fax your prescription with completed order form

**Refills, on or after your effective date:**

**Online:** Visit [www.aetnavigators.com](http://www.aetnavigators.com)

**By phone:** Call us toll-free at 1-866-612-3862 or TDD: 1-800-201-9457

**By mail:** Send in the refill slip from your last order