

Aetna Prescription Drug Program

Upon becoming an Aetna member, you start filling your prescriptions with Aetna's contracted pharmacies (Walmart, Walgreens, CVS, Safeway, Rite-Aid, Costco). When searching for contracted pharmacies at www.aetna.com, please be sure to search their "Aetna National Pharmacy Network."

Here are some tips regarding prescription drugs and transition of care upon moving to Aetna:

Retail Pharmacy

- If you go to the pharmacy to fill a prescription that (a) requires pre-certification or (b) is not on Aetna's formulary, Aetna will allow you to get the prescription filled one time...no questions asked (excluding specialty medications)
- To continue on your current medications that are not on the Aetna formulary or that require pre-certification, here is the process:
 - You will receive a letter in the mail within 3-5 days after Aetna fills a prescription that is not on their formulary or requires pre-certification
 - If your medication requires pre-certification, you need to contact your doctor to request that they call Aetna for pre-certification
 - If your medication is not on the Aetna formulary, you need to contact your doctor to either (a) have the doctor call Aetna to request authorization to continue the current medication, or (b) have the doctor prescribe an equivalent prescription on Aetna's formulary
- For more information about Aetna's prescription formulary, please visit Aetna 2024 Pharmacy Formulary - Drug Search Tool

Specialty Medication

- All specialty medication requires pre-authorization at takeover. Aetna will not fill the prescription until your doctor calls Aetna and provides the necessary medical information.
- Once the medication is approved (typically in 24 hours), Aetna will contact you to arrange delivery.
- Delivery can be set up to go to your home or to a CVS pharmacy for pick up.

Maintenance Medication

- Members have the option to fill a 90-day supply of their maintenance medication at a CVS retail locations or through CVS Caremark Mail Order Pharmacy.
- **If you prefer to refill a 30-day supply of maintenance medication, you may do so at any in-network retail pharmacy. Simply call member services to opt out of the Maintenance Choice program.**