

A woman with dark hair, wearing a white lace top, is sitting at a table. She is holding a small orange pill bottle in her right hand and looking down at a white envelope or medication list on the table. The background is softly blurred, showing a window and some greenery.

# Your time matters

## Your medication in your mailbox

### Your medication shipped right to you

**R<sub>x</sub>** With CVS Caremark® Mail Service Pharmacy, you can get your medication sent straight to your home or many other locations of your choice.

This service is for medication you take regularly. We also call these “maintenance” medications. You might be taking them for chronic conditions like arthritis, high cholesterol and others. Most prescription drugs are available through our mail order pharmacy. Check our formulary — the list of drugs we cover — or call us at the number on your member ID card.

### Why use home delivery for your medications?

- No trips to the pharmacy
- Free standard shipping to your home
- Complete privacy, since your medicine arrives in unmarked, secure packaging
- Automatic refill reminders so you don't run out
- All orders checked for accuracy by registered pharmacists

**You can also call one of our pharmacists anytime, 7 days a week, 24 hours a day.**



# Let's get started

## You have options on how to place your order:



Ask your doctor to send an electronic prescription (e-prescribe) to CVS Caremark Mail Service Pharmacy.

Give your doctor this number, (NPI: 1881952851), to send your prescription to us.



Call us at the number on your member ID card.



Log in to your secure member website. We will contact your doctor to get a copy of your prescription.

Need help? Call us toll-free, 24/7, at the number on your member ID card.

**Switch your prescriptions to CVS Caremark Mail Service Pharmacy today.**

## Things to keep in mind

We'll need to hear from you before we ship you refills. This is called Ship Consent and is a required step for Medicare prescriptions.

Let us know your preferred method of payment. We'll need this information to process your order in a timely manner.

You can only get the amount of medication that your doctor prescribes. Ask your doctor to write a 90-day prescription. Your plan may have quantity limits on your medication that may determine how much you get per month.

We may substitute a generic version for a brand-name medicine, unless your doctor writes "dispense as written." Generic drugs are clinically equivalent to brand-name medication but often cost you less.

Generally, we can't accept returns for mail orders. Some exceptions may apply.

**Healthy without the hassle.**

Get your medication through CVS Caremark Mail Service Pharmacy.

Aetna Medicare is a HMO, PPO plan with a Medicare contract. Our SNPs also have contracts with State Medicaid programs. Enrollment in our plans depends on contract renewal. 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. 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 10-14 days. You can call the number on your ID card if you do not receive your mail-order drugs within this timeframe.