

1.2.7 Pharmacy

PHARMACY SERVICES

Prescriptions

Aetna Better Health covers your child's prescription medications. You can get your child's prescriptions when:

- You get your child's prescriptions filled at a network pharmacy
- Your child's prescriptions are on the preferred drug or formulary list

Please see your member handbook for copay information.

It is important that you tell your child's doctor about prescriptions your child is already taking. Also, tell them about non-prescription medication or vitamin or herbal supplements your child may be taking.

Preferred drug list

You can find out if your child's medications are on the preferred drug list in one of two ways.

1. Check the [list of covered drugs](http://www.txvendordrug.com/pdl/). (www.txvendordrug.com/pdl/)
2. Call Member Services toll free at **1-800-818-0959** (Bexar) or **1-800-245-5380** (Tarrant). Have a list of your child's prescriptions ready when you call. Ask the representative to look up your child's medications to see if they are on the list.

If your medication is not on the preferred drug list

If your medication is not on the preferred drug list, there are some things you can do.

1. Ask your doctor for a similar drug that is on the list.
2. Ask your doctor to ask Aetna Better Health to cover your drug through the prior authorization process. Your doctor will know how to do this.

Over the counter drugs

Aetna Better Health also covers certain over-the-counter drugs if they are on our list. Some of these may have rules about whether they will be covered. If the rules for that drug are met, Aetna Better Health will cover the drug. Like other drugs, over-the-counter drugs must have a prescription from a doctor for them to be covered. Please see your member handbook for copay information. Note over-the-counter drugs on the Aetna Better Health Preferred Drug List can be filled at a participating network pharmacy. These drugs are not available through mail order.

You can find out if your child's over-the-counter medications are on the preferred drug list in one of two ways.

1. Check the [list of covered drugs](http://www.txvendordrug.com/pdl/). (www.txvendordrug.com/pdl/)

2. Call Member Services toll free at **1-800-818-0959** (Bexar) or **1-800-245-5380** (Tarrant). Have a list of your child's over-the-counter medications ready when you call. Ask the representative to look up your child's medications to see if they are on the list.

How to get your prescriptions

Here is how to get your prescriptions as an Aetna Better Health member.

- If your child needs medication, your child's doctor will write a prescription. Ask your child's doctor to make sure that the medication is on the list.
- Take the prescription to a network pharmacy to have it filled.
- Show your child's Aetna Better Health member ID card at the pharmacy. There may be a copay for your child's prescriptions. Please see your member handbook for copay information.

How to find a network pharmacy

You can find a network pharmacy in one of two ways.

- Visit our "[Find A Provider](#)" section at the top of this website, then search for a pharmacy in your area.
- Call Member Services toll free at **1-800-818-0959** (Bexar) or **1-800-245-5380** (Tarrant). Ask the representative to help you find a network pharmacy in your area.

All prescriptions must be filled at a network pharmacy. Prescriptions filled at other pharmacies will not be covered.

Mail Order Prescriptions

If your child takes medication for an ongoing health condition, you can have your child's medications mailed to your home. CVS Caremark is your mail service pharmacy.

If you choose this option, your child's medication comes right to your door. You can schedule your refills and reach pharmacists if you have questions. Here are some other features of home delivery.

- Pharmacists check each order for safety.
- You can order refills by mail, by phone, online, or you can sign up for automatic refills.
- You can talk with pharmacists by phone.

It's easy to start using mail service

Choose ONE of the following three ways to use mail service for a medication that you take on an ongoing basis:

- Call the FastStart® toll-free number at 1-800-875-0867, Monday through Friday, 7 a.m. to 7 p.m. (CT). A representative will let you know which of your child's prescriptions can be filled through CVS Caremark Mail Service Pharmacy. CVS Caremark will then contact your child's doctor for a prescription and mail it right to you.

When you call, be sure to have:

- Your child's Aetna Better Health member ID card
 - Your child's doctor's first and last name and phone number
 - Your payment information and mailing address
- Log onto www.caremark.com/faststart. Going online is a quick and easy way to start using mail service. Once you provide the requested information, CVS Caremark will contact your child's doctor for a new prescription. If you haven't registered yet on www.caremark.com, be sure to have your child's member ID card handy when you register for the first time
 - Fill out and send a mail service order form. If you already have a prescription, you can send it to CVS Caremark with a completed mail service order form. If you don't have an order form, you can print on online.

Please have the following information with you when you complete the form:

- Your child's Aetna Better Health member ID card
- Your complete mailing address, including zip code
- Your child's doctor's first and last name and phone number
- A list of your child's allergies and other health conditions
- Your credit or debit card number. You can also pay by check, electronic check, Bill Me Later®, or money order. For more information on copays please check your member handbook.
- Your original prescription from your child's doctor

If you need your prescription filled right away, ask your child's doctor to write two prescriptions for your child's long-term medication:

- One for a short-term supply (30 days or less) that can be filled at participating network pharmacy participating
- AND
- One for the maximum days supply allowed by your plan, with refills as needed. Enclose this prescription along with the mail service order form.

Mail Order Refills

You can order mail order refills by Internet, phone or mail. The information included with your last order will show the date you can order a refill and the number of refills you have left.

- Option 1: Online at www.caremark.com. This is a quick and convenient way to order refills day or night. You will need to register and log in first.
- Option 2: Call us toll-free at 1-855-271-6603.
- Option 3: Mail in a completed order form (there's one included in your prescription delivery). Simply fill in the ovals for the prescriptions you want to refill. If you need to refill a prescription that is not listed, write the prescription number(s) in the space provided.

Refills

Your child's medication bottle label says how many refills you can have. If your child's doctor has not ordered refills and you think your child may need a refill, you must call him or her at least five days before your child's medication runs out. When you call, ask your child's doctor about getting a refill. They may want to see your child before giving you a refill.

Questions to Ask About Your Medications

Aetna Better Health wants you to be as healthy as possible. This includes being informed about the different medications your child may need to take. To help you, we have included a list of questions you should always ask your child's doctor when he or she gives you a prescription for your child.

- Why is my child taking this medication? What is it supposed to do for my child?
- How should the medication be taken? When? For how many days?
- Are there any side effects or possible allergic reactions to this medication?
- What should I do if my child has a side effect or allergic reaction?
- What will happen if my child doesn't take this medication?

Carefully read the drug information the pharmacy gives you with your child's medication. It will tell you what your child should and should not do while taking the medication. If you still have questions after you get your child's medication, ask to speak with the pharmacist or call your child's doctor.