

1.1.7 Pharmacy

PHARMACY SERVICES

Prescriptions

Aetna Better Health covers prescription medications. You can get your prescriptions at no cost to you when:

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

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

Preferred drug list

You can find out if your 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 **1-800-248-7767** (Bexar) or **1-800-306-8612** (Tarrant). Have a list of your prescriptions ready when you call. Ask the representative to look up your 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 the 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 at no cost to you. Please note over-the-counter drugs on the 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 over-the-counter drugs 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 **1-800-248-7767** (Bexar) or **1-800-306-8612** (Tarrant). Have a list of your over-the-counter drugs ready when you call. Ask the representative to look up your drugs 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 you need medication, your doctor will write you a prescription. Ask your doctor to make sure that the medication is on the list.
- Take the prescription to a network pharmacy to have it filled.
- Show your Aetna Better Health member ID card at the pharmacy. As long as you show your member ID card and use medications from the list, you will not have to pay for your prescriptions.

How to find a network pharmacy

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

- Visit our [“Find A Provider” at the top of this website](#) then search for a pharmacy in your area.
- Call Member Services toll free at **1-800-248-7767** (Bexar) or **1-800-306-8612** (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 you take medication for an ongoing health condition, you can have your medications mailed to your home. CVS Caremark is your mail service pharmacy.

If you choose this option, your 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 prescriptions can be filled through CVS Caremark Mail Service Pharmacy. CVS Caremark will then contact your doctor for a prescription and mail it right to you.

When you call, be sure to have:

- Your Aetna Better Health member ID card
 - Your doctor's first and last name and phone number
 - Your 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 doctor for a new prescription. If you haven't registered yet on www.caremark.com, be sure to have your 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 Aetna Better Health member ID card
 - Your complete mailing address, including zip code
 - Your doctor's first and last name and phone number
 - A list of your allergies and other health conditions
 - Your original prescription from your doctor

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

- One for a short-term supply (30 days or less) that can be filled at a participating network pharmacy
- 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 mail order form (there's one included in your prescription delivery). Simply fill in the ovals for the prescriptions you want to refill.

Refills

Your medication bottle label says how many refills you can have. If your doctor has not ordered refills and you think you may need a refill, you must call him or her at least five days before your medication runs out. When you call, ask your doctor about getting a refill. They may want to see you 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 you may need to take. To help you, we have included a list of questions you should always ask your doctor when he or she gives you a prescription.

- Why am I taking this medication? What is it supposed to do for me?
- 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 I have a side effect or allergic reaction?
- What will happen if I don't take this medication?

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