

A photograph of a woman with dark, curly hair and a young girl with curly hair, both smiling and looking at each other. The woman is wearing a blue and white striped shirt, and the girl is wearing a bright yellow shirt.

**Your time  
matters**



## CVS Caremark<sup>®</sup> Mail Service Pharmacy

### Save time and skip the pharmacy line

#### Your medicine in your mailbox

With CVS Caremark Mail Service Pharmacy, you can get your medicine sent to your home — or anywhere you choose.

This service is for medicine you take regularly for chronic conditions, such as arthritis and high cholesterol.

#### You don't pay extra for this service

It's included with your pharmacy benefits and insurance plan. It's just a simple way to help you stay on track with your medicine. So you can be at your healthiest.

#### Mail service perks

- **Fast reorders** with no trips to the pharmacy
- **Free standard shipping** to your home, job or wherever you choose
- **Privacy**, since your medicine arrives in unmarked, secure packaging

#### Your safety comes first

Registered pharmacists check every order. And if you have concerns or questions, you can call them anytime.

# How to get started



## 1. Call us or go online.

Call us at **1-888-792-3862 (TTY: 711)** or go to **Aetna.com** to log in to your member website. You can also download the Aetna Health<sup>SM</sup> app.



## 2. Request mail service.

By phone or online — you can also print out an order form and send it to us.



## 3. Get refills your way.

It's easy to reorder online, by phone or by mail.

### Need help?

Call us, 24/7, at **1-888-792-3862 (TTY: 711)**.

### What will I pay?

Depending on your plan, you may pay less for medicine you get through home delivery than at a retail pharmacy. To know for sure, just check your plan details.

### Know the cost of your medicine ahead of time

How? Go to **Aetna.com** to log in to your member website and go to the “Pharmacy” section or use the Aetna Health app to search costs. Get cost estimates for generic or brand name drugs — and how to get the most value from your plan.

You can also find a pharmacy near you or see detailed information on drugs, including any potential interactions or possible side effects.

## Quick. Without the hassle.

Get your regular medicines through CVS Caremark Mail Service Pharmacy.

Health benefits and health insurance plans are offered, underwritten and/or administered by Aetna Health Inc., Aetna Health of California Inc., Aetna Health Insurance Company of New York, Aetna Health Insurance Company, Aetna Health Assurance Pennsylvania Inc. and/or Aetna Life Insurance Company (Aetna). In Florida, by Aetna Health Inc. In Utah and Wyoming by Aetna Health of Utah Inc. and Aetna Life Insurance Company. In Maryland, by Aetna Health Inc., 151 Farmington Avenue, Hartford, CT 06156. Each insurer has sole financial responsibility for its own products. Aetna is the brand name used for products and services provided by one or more of the Aetna group of companies, including Aetna Life Insurance Company and its affiliates (Aetna). Pharmacy benefits are administered by an affiliated pharmacy benefit manager, CVS Caremark. Aetna® and CVS Caremark® Mail Service Pharmacy are part of the CVS Health® family of Companies.

**Policy forms issued in Oklahoma include:** HMO OK COC-5 09/07, HMO/OK GA-3 11/01, HMO OK POS RIDER 08/07, GR-23 and/or GR-29/GR-29N.

**Policy forms issued in Idaho by Aetna Life Insurance Company include:** GR-23, GR-29/GR-29N, GR-9/GR-9N, AL HGrpPol 03, AL SG HGrpPol 02.

**Policy forms issued in Idaho by Aetna Health of Utah Inc. include:** HI HGrpAg 03, HI SG HGrpAg 02.

**Policy forms issued in Missouri include:** AL HGrpPol 02R5, HI HGrpAG 01, HO HGrpPol 01.

Aetna.com

©2022 Aetna Inc.  
1622151.01.01 (11/22)

