



# Get Started Guide

Get the most from your Part D coverage

[AetnaMedicare.com](https://www.aetna.com)

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# Get started

We'll walk you through your plan, so you can understand your benefits

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## Manage your plan

You can get answers about benefits and coverage by calling the number on your member ID card. Or go to **Caremark.com** to access your online account.

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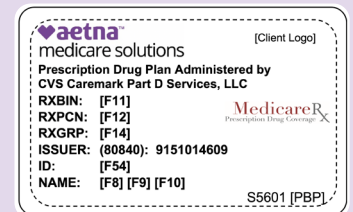
## Register your account at Caremark.com

Aetna Medicare SilverScript PDP members can go to **Caremark.com** to register a personal account. You can view your Explanation of Benefits (EOB), manage your prescriptions, and more. Need help registering? Call the CVS Caremark® Customer Care number on back of your member ID card.

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## Use your member ID card

You'll get your member ID card in the mail. Once your coverage starts, you'll need it to fill or order prescriptions and to register for your **Caremark.com** online account. Remember to always use your ID card whenever filling a prescription even when the pharmacy price is low. This is because typically the price you pay with your ID card is even lower.



## Your pharmacies and medicines



Fill your prescriptions at retail pharmacies or have them mailed to your home. It's up to you. You'll enjoy the same cost-share for 90-day supplies whether you use retail or mail order.

Take advantage of our large pharmacy network to save money. When you fill at preferred pharmacies, you'll get the lowest copays available. It's easy to find a preferred pharmacy near you. Just check the online pharmacy locator at **AetnaMedicare.com/FindPharmacy**, or call the number on your member ID card.

Switching your prescriptions to one of our preferred pharmacies is simple. Just bring your prescription bottles to the pharmacy and they'll do the rest.



## Get a 90-day supply sent to your home

With CVS Caremark Mail Service Pharmacy, you can have your prescriptions at your doorstep.

### You'll also enjoy:

- **\$0-3 copays on a 90-day supply of Tier 1 drugs depending on your plan**
- **Licensed pharmacists** to verify your prescriptions and answer your questions
- **Online tools** for tracking your secure orders

Give your doctor this number to send your electronic prescriptions: NPI 1881952851.



# Easy payment options

## Worry-free automatic payments

If you need to pay your premiums, automatic payments are convenient and effortless. Choose any of our automated payment options and say goodbye to checks, postage and due dates.

**For your convenience, you can pay by any of the following ways:**

- ✓ Charged to your debit/credit card
- ✓ Withdrawn directly from your checking or savings account
- ✓ Deducted from your Social Security or Railroad Retirement Board benefit payments

To get started with automatic payments, access the [AetnaMedicare.com/PayYourPremium](https://www.aetna.com/membership/PayYourPremium), or just call the number on your member ID card.

## Other ways to pay

You can also pay your premium in either of the following ways:

- Self-service over the phone at **1-866-535-8403 (TTY: 711)**
- In person at a CVS Pharmacy® location\*
- Send in a check or money order to the address listed on your invoice

## Commonly asked questions

### When can I expect to receive my first premium invoice?

Your first invoice may take up to 45 days after your coverage effective date to arrive. Your payment isn't due until you receive your invoice.

### When are premium payments due?

Your premium payments are due on the 1st of each month. However, you can select one of our convenient automatic premium payments through your bank account or credit card. If you do, your payment will be processed between the 8th and 10th of each month.

### I signed up for automatic payments, but I received an invoice in the mail. What should I do?

Just continue to pay your premium invoices until you stop receiving them. It may take two months or more for your automatic payments to begin.



\*Service not available at CVS Pharmacy in Target® and Schnucks locations.

# Switching pharmacies and managing your refills

When changing pharmacies, it's important to call ahead or visit sooner rather than later. This can help avoid any delays between refills. Fortunately, Aetna® has a large network of pharmacies for you to choose from when filling your prescriptions. Find a pharmacy near you at [AetnaMedicare.com/FindPharmacy](https://www.aetna.com/FindPharmacy).

Aetna Part D plan	Network pharmacies	Preferred pharmacies
SilverScript® Choice	65,000	<b>23,000</b>
SilverScript SmartRx	44,500	<b>23,000</b>
SilverScript Plus	65,000	<b>23,000</b>

## It's easy to switch:

Moving your prescriptions to a preferred pharmacy is easy. Just let the pharmacy do all the work. Contact them as soon as your new plan begins.



1 Call or visit the preferred pharmacy where you'd like to fill your prescriptions.



2 Have your pill bottles and your member ID card handy.



3 Relax while the pharmacist takes care of the rest.

## Questions about preferred pharmacies?

Simply call **1-866-235-5660 (TTY: 711)**. We're here 24 hours a day, 7 days a week.



## Get refills delivered to your door

Can't always get to the pharmacy? We have you covered with **CVS Caremark® Mail Service Pharmacy**.

To learn more, just call us at **1-866-235-5660 (TTY: 711)\*\***.



## With your Aetna Part D plan, you have extra tools to stay healthy

These include discounts and special access to resources. Like savings on dental, hearing and vision supplies, tools for healthy living and more. Ready to hear more? You can find these benefits by logging into **Caremark.com** and clicking Discount Programs under the Health Resources tab.\*\*\*

\*\*These pharmacies are pharmacies in our network in 2022. CVS Caremark® Mail Service Pharmacy may also contract with other plans.

\*\*\*Vendors offer Value-Added Items and Services (VAIS) at a discount that are not part of your plan's benefits. You will pay the full cost of discounted services not covered under your plan.



## Ready to aim for better health?



Take the first step in your health journey and write down some of your wellness goals. These goals can be as simple as getting 7 – 8 hours of sleep, walking a certain distance every day and taking your medications as prescribed.

Aetna and CVS Caremark® are part of the CVS Health® family of companies.

For mail order, you can get prescription drugs shipped to your home through the network mail-order delivery program. The typical number of business days after the mail-order pharmacy receives an order for you to receive your shipment is up to 10 days. Enrollees have the option to sign up for automated mail-order delivery. If your mail-order drugs do not arrive within the estimated time frame, please contact us toll-free at **1-866-235-5660 (TTY: 711)**, 24 hours a day, 7 days a week. The formulary and pharmacy network may change at any time. You will receive notice when necessary. Other pharmacies are available in our network. Members who get “Extra Help” are not required to fill prescriptions at preferred network pharmacies in order to get Low Income Subsidy (LIS) copays.