



Rx everywhere

How to fill prescriptions wherever you are

No matter where you call home, it's important to get the medicine you need to stay healthy.

With Aetna International, you have options. Fill your prescriptions in person or get them delivered right to your door — it's as easy as 1, 2, 3.



Fill your prescription in person

- 1. Find a pharmacy** — Log in to your member website at **AetnaInternational.com** to search our directory for a pharmacy near you.
- 2. Go and pay** — Visit the licensed pharmacy of your choice and pay for your prescription.
- 3. Save your receipt and pamphlet** — To get reimbursed you'll need your diagnosis, date of service, drug name and dosage requirements.



Get regular medications by mail order

If you take medicine every day for diabetes, asthma or another condition, you can get up to a 90-day supply of this type of “maintenance medicine” delivered directly to your home. Or anywhere else you choose. Here’s how.

Inside the U.S.

CVS Caremark® Mail Service Pharmacy

1. Ask your doctor to write two prescriptions for your maintenance drug:
 - A 30-day supply for you to fill at your local pharmacy
 - A 90-day supply (with three refills)
2. Visit [Aetna.com/individuals-families/pharmacy/rx-home-delivery](https://www.aetna.com/individuals-families/pharmacy/rx-home-delivery) to get the order form or call the number on your member ID card for assistance.
3. Fill out the form. Then mail it to us with your 90-day prescription. Be sure to include your method of payment. Or your doctor can fax your prescription to **1-877-270-3317**.

Outside the U.S.

1. Get ready by having on hand:
 - Your member ID card
 - A digital copy of your prescription to upload
 - Your credit card to pay for any required co-insurance or copay
2. Go to [Expats.com/Aetna](https://www.expats.com/Aetna) and follow the instructions to order your prescription.
3. Call **855-336-XPAT (1-855-336-9728)** if you have questions or concerns.



Order in advance

Leaving the U.S. on international assignment? You may be able to order up to a 12-month advance supply of covered medications at any participating U.S. pharmacy.



Get reimbursed

Log in to your member website at [AetnaInternational.com](https://www.aetnainternational.com), click on “My claims” and follow the instructions to complete the form. Be sure to have a digital copy of your receipt and the prescription drug pamphlet ready for your submission.

Questions?

Call our Member Service Center at the number on your member ID card for help with finding pharmacies, ordering advance prescriptions or submitting claims.

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Health insurance plans and programs are offered, underwritten or administered by Aetna Life & Casualty (Bermuda) Ltd. or Aetna Life Insurance Company (Aetna). For certain pharmacy plans, you may need to pay different amounts for “preferred generic,” “preferred brand-name,” “non-preferred generic” or “non-preferred brand-name” drugs. Please check your plan documents for details specific to your coverage. Prescriptions filled at licensed pharmacies are subject to the terms and conditions described in your benefit plan documents. Aetna does not provide care or guarantee access to health services. Not all health services are covered. Health information programs provide general health information and are not a substitute for diagnosis or treatment by a health care professional. See plan documents for a complete description of benefits, exclusions, limitations and conditions of coverage. Information is believed to be accurate as of the production date; however, it is subject to change. Refer to [AetnaInternational.com](https://www.aetnainternational.com) or more information.

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