

Dear Colleagues,

If you have ongoing pharmacy prescription needs, and you are changing insurance carriers to Aetna, **please remember to provide your new insurance card to your pharmacy for your first fill on or after January 1, 2024.** Aetna medical coverage is in effect as of January 1, 2024, and you may continue filling or refilling prescription medications whether your prescriber (i.e., your doctor) is in-network or out-of-network with your new Aetna insurance.

While most medications are eligible for this ease in insurance transition, controlled substances and specialty drugs are an exception. You will not be able to fill or refill prescriptions of controlled substances and specialty drugs that are included on Aetna's formulary drug list until:

1. Your Aetna insurance coverage is in effect on January 1, 2024, AND
2. Your prescriber has provided Aetna with the required precertification

Covered Medications (Formulary) Search

Please utilize Aetna's formulary [search tool](#) to see if your prescription(s) are covered by Aetna's plans, and if so, what cost tier they reside in. A convenient [key](#) is available to aid in review of the formulary drug listing.

Exception Practices

If you need medication that requires an exception to the precertification or quantity limit requirements, or if you need a medication that is not included in Aetna's formulary drug list, then your prescriber can request a medical exception. You may also ask for your request to be expedited, and expedited coverage decisions are made within 24 hours. Aetna will contact you or your prescriber with their decision.

If a medical exception is approved, patients are only responsible for paying the copay after the deductible has been met for those enrolled in Aetna's high deductible health plan (HDHP). Aetna HMO plans are not subject to a deductible, so patients enrolled in one of the Aetna HMO plans will only be responsible for paying the copay.

Your doctor may request a medical exception by:

- Submitting their request through Aetna's secure provider website on www.availity.com
- Calling the Aetna Pharmacy Precertification Unit
 - For Non-Specialty drugs: (800) 294-5979

- For Specialty drugs: (866) 814-5506
- Faxing the completed request form to
 - For Non-Specialty drugs: (888) 836-0730
 - For Specialty drugs: (866) 249-6155
- Mailing the completed request form to: Medical Exception to Pharmacy Prior Authorization
Unit 1300 East Campbell Road Richardson, TX 75081