



January 15, 2015

Dear State Pharmacy Association:

As we begin a new pharmacy benefits year, Aetna wants to ensure our network pharmacists are able to help Medicare beneficiaries easily access the medications they need at pharmacies that are in-network. We also want to provide you with accurate information to help answer questions from your member pharmacies about Aetna's Medicare Prescription Drug Plans.

Aetna's Medicare Part D plans are designed to provide quality service and real savings for our members. Many members saw changes to their networks and plans for 2015. Throughout last year, we reached out to members in several ways to ensure these changes were well communicated. Aetna is eager to help its members, and we are encouraging any member with a question to call us directly, using the number on the back of their member ID card.

To allow members extra time to understand their benefits and easily access their medicines, we have decided to provide *temporary access* for our Part D members to all pharmacies in the Aetna Premier Preferred (broadest) network. Until at least February 28, 2015, members will be able to have prescriptions filled at these pharmacies at in-network rates. This provides additional time for members to migrate to a pharmacy that is in their network, or to call CMS at 1-800-Medicare to discuss their plan options using a Special Enrollment Period.

You may be aware there was an earlier issue with CMS' Medicare Plan Finder that was discovered and fixed in December. A limited number of pharmacies were listed as participating in some of Aetna's retail networks, when they are only in network for long-term care or home infusion. The majority of pharmacies were not affected by this situation.

We are watching for any prescriptions that may have been filled at the pharmacies that were erroneously listed, and proactively reaching out to those members to make them whole for the cost of the prescription. We are also helping them find a network pharmacy that is convenient for them going forward.

CMS indicated that beneficiaries may be eligible for a special enrollment period (SEP). Aetna makes beneficiaries aware of this when we speak with them. We also sent a communication to the impacted pharmacies with specific instructions on how to help a beneficiary in this situation. Only CMS can determine whether a beneficiary is eligible for an SEP.

In addition, we want to make clear that contrary to false reports, Aetna has not been sanctioned by CMS. We are working continuously with CMS to keep them informed of our activities, and to receive any additional direction for serving our members.

Thank you for working with us to provide correct and complete information to your member pharmacies.

Sincerely,

A handwritten signature in cursive script, reading "Terri Swanson". The ink is dark and the signature is fluid and legible.

Terri Swanson
Vice President, Medicare Part D