

Aetna Mail Order Program for Prescription Drugs

For Retirees Enrolled in the Aetna Medicare Advantage Plan

For the prescription plan under the **Aetna Medicare ADV** plan, the mail order program is also through Aetna. Any mail order prescriptions under Optum will not carry over to the new plan.

To set up your new mail order prescriptions with Aetna, please reach out to Aetna. You can call the **Prescription Drug** line to set up your mail order prescriptions, on or after 2/1/25.

AetnaRetireePlans.com	
Customer Service	1-888-267-2637
Prescription Drug	1-866-241-0357
24 Hour Nurse Line	1-855-493-7019
Provider Services	1-800-624-0756
TDD/TTY	711
Send claims to: Aetna Medicare PO Box 981106 El Paso, TX 79998-1106	
This card does not guarantee coverage.	
Payer ID# 60054 Medicare limiting charges apply.	