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CHANGES TO AETNA MEDICARE 2017 RETAIL PHARMACY NETWORK

The Aetna Medicare retail pharmacy network continues to evolve and we want to keep you informed about changes we are making to our 2017 network.

Aetna currently serves over 2.8 million Medicare members with Part D prescription drug coverage through both Medicare Advantage and standalone Prescription Drug Plans. In 2016, these 2.8 million members have access to a broad retail network of over 60,000 pharmacies. More than 30,000 of these pharmacies offer preferred cost-sharing to those members whose plans offer a preferred cost-sharing component.

Changes to Aetna's 2017 Retail Network

Our broad network is not materially changing in 2017—members will continue to have access to over 60,000 network pharmacies nationwide. Beginning January 1, 2017, however, our preferred cost-sharing network will change and will include approximately 22,000 preferred options. These changes include:

Pharmacies changing from Standard to Preferred cost-sharing.

- Publix: A grocery chain with 1000 stores in the southeastern United States.
- Kmart: A national mass merchandiser with 700 locations.
- Wegmans: A grocery chain in the northeastern United States with 90 locations.

Pharmacies changing from Preferred to Standard cost-sharing.

- AccessHealth: A national Pharmacy Services Administrative Organization (PSAO) with 4800 locations.
- Cardinal LeaderNet: A national PSAO with 3900 locations.
- EPIC: A national PSAO with 1600 locations.
- Third Party Network: A national PSAO with 750 locations.
- Sav-Mor: A regional chain of 80 stores located mainly in the central and eastern United States.

How will Members be Notified & Whom Should Members Contact

Members will receive various communications that will detail changes to the participation status of their pharmacy as follows:

- Annual Notice of Change Letter: Mailed by Aetna at the end of September and includes instructions members can follow to check on the 2017 status of their pharmacies.
- Post Annual Notice of Change Letter: Mailed by Aetna at the beginning of October and includes notification of changes in pharmacy status and the addresses of the closest preferred or standard cost-sharing options.

Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies, including Aetna Life Insurance Company and its affiliates (Aetna).

- **Phone Calls:** In October, certain members will also receive live or pre-recorded calls that explain these changes.

Members can always check their pharmacy's participation status with Aetna Medicare at aetnamedicare.com or coventry-medicare.com.

Members can also call the number on the back of their ID card and speak with a Customer Service Representative.

How will Pharmacies be Notified & Whom Should Pharmacies Contact

Chain pharmacies will be notified of these changes through their chain headquarters. Pharmacies belonging to PSAOs will be notified by their PSAO and will also receive a faxed communication from Aetna in October detailing their participation status in Aetna networks for both 2017 and the remainder of 2016.

Chain pharmacies with questions about their participation status in Aetna's retail networks should contact their chain headquarters. Pharmacies affiliated with PSAOs should contact the PSAO directly.

Sincerely,



Terri A. Swanson
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