



<Date>

## Your prescription drug benefits are being updated for 2020

Dear <Plan EGWP Client Sponsor name> retiree,

**Starting January 1, 2020**, your prescription drug coverage will be called **Aetna Medicare Rx offered by SilverScript**. The plan is designed exclusively for <Plan EGWP Client Sponsor name> retirees. You'll receive a Confirmation of Enrollment notice once you're enrolled. SilverScript is a Medicare Prescription Drug Plan (PDP) owned by CVS Health. As Aetna is also owned by CVS Health, we are integrating our plans with SilverScript.

Note: To opt out of the Aetna Medicare Rx offered by SilverScript plan, please contact the benefits administrator of <Plan EGWP Client Sponsor name>. If you decide to opt out of the plan, you'll need to enroll in other prescription drug coverage outside of your <Plan EGWP Client Sponsor name> offering.

We're partnering closely with <Plan EGWP Client Sponsor name> to ensure a smooth transition.

You remain our top priority. We're committed to delivering the products, support and services you expect from us.

Aetna

See other side to learn more.



### Here to help

If you have questions about your Aetna Medicare Rx offered by SilverScript plan, just call the number on the back of your current member ID card.

## What changes you can expect:

- You'll see a new logo. This year, you will see the SilverScript logo alongside the Aetna logo on all plan materials and member ID cards.



- The customer service phone number will change. The new number will be sent in the plan materials you will receive in December. You can still contact customer service any time, 24 hours a day, seven days a week.
- You'll get a new member ID card with a new member number. You can expect to get the new card by mid-December. You'll want to share your new member ID card with your pharmacy. A sample image of your new card is included here for your convenience.



- Instead of an Annual Notice of Change, you'll get a Member Welcome Kit, that includes your Evidence of Coverage for 2020. It will also include:
  - Abridged Formulary (List of Covered Drugs) — the list of commonly used drugs covered under by the plan.
  - Pharmacy Directory — the list of network pharmacies in your area, including preferred network pharmacies, if included in the plan.
  - Mail Order Form — for use by members that are not already using the CVS Caremark Mail Service Pharmacy. If you are already using mail order and you have open fills remaining, your script will transfer automatically.
- You'll get an Abridged Formulary (List of Covered Drugs) for 2020 in your Welcome Kit. This is a short list of commonly used drugs covered under by the plan. To access the comprehensive formulary of all drugs covered on your plan, you can log on to **AetnaRetireePlans.com**, or call customer service for help finding your medications.
- You'll have a new member website. After December 1, 2019 you can register to access your personalized account via **Caremark.com**, your new secure member website. You may continue to access **AetnaNavigator.com** for any claims you had before January 1, 2020.
- If Aetna billed you directly for your plan premiums in 2019, beginning in 2020 you'll receive a monthly invoice from SilverScript.

**The following are some administrative changes that will occur:**

	2019	2020
Our website	Your primary website address was <b>AetnaRetireePlans.com</b> .	This year your primary website address is <b>Caremark.com</b> . After December 1, 2019 you can register to access your personalized account and plan information.
Pharmacy search	The pharmacy search website was <b>AetnaMedicare.com/findpharmacy</b> .	
Formulary/drug search	The formulary lookup website was <b>AetnaRetireePlans.com</b> .	
Secure member website	The secure member website was <b>AetnaNavigator.com</b> . You can still access your 2019 information using Aetna Navigator.	
Comprehensive formulary/PDF	You can find the comprehensive formulary guides as PDFs at <b>AetnaRetireePlans.com</b> .	You can still find the comprehensive formulary guides as PDFs at <b>AetnaRetireePlans.com</b> .
Claim submission address	<b>Aetna Pharmacy Management P.O. Box 52446 Phoenix, AZ 85072-2446</b>	<b>SilverScript Insurance Company Prescription Drug Plans Medicare Part D Paper Claim P.O. Box 52066 Phoenix, AZ 85072-2066</b>
Customer Care Service Center hours	24/7	24/7

**What's next?**

1. Review your 2020 Aetna Medicare Rx offered by SilverScript benefits in the enclosed plan design.
2. You'll receive a Confirmation of Enrollment notice once you're enrolled.  
 Note: To opt out of the Aetna Medicare Rx offered by SilverScript plan, please contact the benefits administrator of <Plan EGWP Client Sponsor name>. If you decide to opt out of the plan, you'll need to enroll in other prescription drug coverage outside of your <Plan EGWP Client Sponsor name> offering.
3. You can expect to receive the following in December:
  - a. New member ID card
  - b. Welcome Kit, containing your Evidence of Coverage and other plan information
4. If you are calling in regard to a 2020 prior authorization, please call the number on the back of your new member ID card on or after 12/1/2019.

Standalone Prescription Drug Plans are offered by SilverScript, a CVS Health company. Aetna Medicare Rx offered by SilverScript is a group standalone Medicare Prescription Drug Plan (PDP).

For mail-order, you can get prescription drugs shipped to your home through the network mail-order delivery program. Typically, mail-order drugs arrive within 10 days. You can call the phone number on your member ID card if you do not receive your mail-order drugs within this timeframe. Members who get “Extra Help” are not required to fill prescriptions at preferred network pharmacies in order to get Low Income Subsidy (LIS) copays. The formulary and pharmacy network may change at any time. You will receive notice when necessary. See Evidence of Coverage for a complete description of plan benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by service area.