**Aetna Member Website – Navigating & Utilizing Aetna Mobile Applications – Mobile Prescriptions**

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**Description:** The purpose of this document is to provide basic information about handling Prescriptions in the Aetna Mobile Application. This feature eliminates the need to visit a physical location or use a computer, making it easier for users to stay updated on claims status and provides the ability to manage them on the go.

**Notes:**

* The examples in this document are specific to iOS iPhone. The Android navigation experience is the same.

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| **Accessing Prescription Page Features in The Mobile App** |

Members can access **Prescriptions** in themobile app by following these steps:

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| **Step** | **Action** | |
| **1** | To access claims, the member will tap **Prescriptions** option from the navigation bar at the bottom of the mobile app.    **Result:** The member’s **Prescription Page** will display    Refer to the **Prescription Page Features** listed below: | |
| **Feature** | **Description** |
| **Refills & Renewals** | The **Refills & Renewals** feature helps members manage refills and renewals for retail and mail-order prescriptions. |
| **Mail-Order Status** | The **Mail-Order Status** feature allows members to view the status of mail order prescriptions. |
| **Prescription List** | If they select the **Prescription List**, they'll see all prescriptions processed under the current plan in the past year. |
| **New Mail-Order Rx Request** | The **New Mail-Order Rx Request** feature provides members with the ability to submit a new mail order prescription or convert an existing prescription to mail order. |
| **Pharmacy to Mail-Order Transfer** | Members can tap on the **Pharmacy to Mail-Order Transfer** feature to transfer a prescription they get at a local CVS pharmacy to receive it via mail order. |
| **Account Balance** | Members can pay an outstanding balance on a mail-order refill by tapping the **Account Balance** feature. |

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| **Mobile Prescription - Refills & Renewals** |

Refilling and renewing prescriptions through the Aetna Health mobile app saves time compared to traditional methods. Users can request refills with just a few taps on their mobile device, eliminating the need to visit a pharmacy in person or make phone calls. This is particularly beneficial for individuals with busy schedules or limited mobility.

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| **Step** | **Action** |
|  | After accessing the **Prescription Page**, the member will tap **Refills & Renewals**. |
|  | The member will locate the medication they'd like to refill. Then they'll tap the **Add to Cart** button.    Next, they'll tap the **cart icon**. |
|  | The **cart page** will display. The member can make modifications to their order such as removing the medication by tapping the **remove link** or they can tap **Continue to Checkout** to move to the payment process. |
|  | When the **Checkout page** displays, the member can tap **Change** to the right of **Shipping Address or Payment Method** to update these options.    They can also tap **View Options**next to **Shipping Method** to see the available shipping options. |
|  | When the member has made all their selections, they can tap the **Place Order** button.    **Result:** The**Confirmation page**will display. Here, they can click the **Done** button at the top right *or* at the very bottom to exit the feature. |

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| **Mobile Prescription - Order Status** |

Checking the prescription order status using the **Aetna Health mobile app** provides users with transparency and visibility into the progress of their medication orders. Members can see if the order has been processed, shipped, or delivered. This helps them stay informed and reduces uncertainty about the status of their prescriptions.

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| **Step** | **Action** |
|  | After accessing the **Prescription Page**, the member will tap **Mail Order Status**.    **Result:** Their order transactions will display. |
|  | The member can tap the **medication name** to view additional details.    **Result:** The **Prescription Details** page will display. |
|  | **The Prescription Details page includes**:   * Date the order was placed * Status of the order * Medication name * Prescription details, including:   + Name of the member the prescription is for   + Prescribing provider   + Pharmacy name   + National Drug Code for the medication   + Prescription number * USPS tracking number: If a medication has been shipped, the member can tap the tracking number at the bottom to see when their prescription is targeted for delivery.    The member can tap the **Back link at the top-left** of the page when they're done. |

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| **Mobile Prescription List** |

The **Prescription list** provides members with a list of prescriptions processed under their plan for the past year. These will display regardless of where the member had the prescription filled. For example, past prescriptions filled at CVS, Rite Aid, Walgreens, etc., will display on the list.

The list can include prescriptions filled through mail order, retail pharmacy, or through the specialty pharmacy program.

**Note**: Specialty pharmacy medications will only display if they're covered under the member's pharmacy benefit.

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| **Step** | **Action** |
|  | After accessing the **Prescription Page**, the member will tap the **Prescription List**.    **Result:** The **Prescription List** will display. The member will be able to see all of the prescriptions that have been processed under their plan. |

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