# MED D - Logging onto Aetnamedicare.com

[Aetnamedicare.com vs. Caremark.com](#_Toc78453641)

[Beneficiary Log-In Process](#_Toc78453642)

[Related Documents](#_Toc78453643)

**Description:** This document provides guidance to assist beneficiaries with logging onto Aetnamedicare.com.

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| Aetnamedicare.com vs. Caremark.com |

SilverScript PDP beneficiaries will utilize two websites for all their prescription drug benefits.

* Aetnamedicare.com
  + View Part D plan information, options and descriptions
  + Shop for Part D plan during Annual Enrollment Period (AEP)
  + View Member materials
  + Access to Pay Premium page
  + Find a Pharmacy
  + Enroll in a plan
  + View drug pricing
* Caremark.com
  + Secure Member Portal (accessed via "Log in" button on AetnaMedicare.com)
  + View drug pricing
  + View possible Rx savings
  + Sign up for mail order delivery
  + Manage prescriptions and view order status

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| Beneficiary Log-In Process |

Perform the steps below:

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| **Step** | **Action** | |
| **1** | Navigate to [www.aetnamedicare.com](http://www.aetnamedicare.com). | |
| **2** | Select **Login**. | |
| **3** | Under Prescription drug plans (PDPs), select appropriate option:  For security purposes the beneficiary will be redirected to a different website. | |
| **If...** | **Then...** |
| Login for PDP | * For security purposes, you will be redirected to Caremark.com, which is the prescription management and mail delivery service for SilverScript. * Select **Continue** to Caremark.com.   **CCR Process Note:** Proceed to [Caremark.com - Sign In, Dashboard, and Sign Out (Integrated Pharmacy Experience-IPE)](file:///C:\Users\C337799\Downloads\CMS-PRD1-076405) to continue assisting the beneficiary with logging onto Caremark.com.  For additional questions on Caremark.com, refer to [Caremark.com - Work Instruction/Job Aid Index](file:///C:\Users\C337799\Downloads\CMS-PRD1-105672). |
| Register my PDP | * For security purposes, you will be redirected to Caremark.com, which is the prescription management and mail delivery service for SilverScript. * Select **Continue** to Caremark.com.   **CCR Process Note:** Proceed to **Step 3** of [Caremark.com - Basic Portal Registration](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e43e6c36-976e-4ab4-8fd6-2708c1993d78) to continue assisting the beneficiary with registering with Caremark.com.  For additional questions on Caremark.com, refer to [Caremark.com - Work Instruction/Job Aid Index](file:///C:\Users\C337799\Downloads\CMS-PRD1-105672). |
| Pay my Premium | * For security purposes, you will be redirected to InstaMed, which processes MED D premium payments on behalf of SilverScript. * Select **Pay Now** to InstaMed.com.   **CCR Process Note:** Proceed to[MED D - SilverScript Premium Billing Online Payment Portal](file:///C:\Users\C337799\Downloads\CMS-PRD1-101305) to continue assisting the beneficiary with InstaMed Member Portal. |

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| Related Documents |

[MED D - Pharmacy Locator](file:///C:\Users\C337799\Downloads\CMS-PRD1-070836)

[MED D - Drug Pricing Tool](file:///C:\Users\C337799\Downloads\CMS-PCP1-040984)

**Parent SOP:** CALL-0048: [Medicare Part D Customer Care Call Center Requirements-CVS Caremark Part D Services, L.L.C.](https://policy.corp.cvscaremark.com/pnp/faces/SecureDocRenderer?documentId=CALL-0048&uid=pnpdev1)

**Abbreviations/Definitions:** [Abbreviations / Definitions](file:///C:\Users\C337799\Downloads\CMS-2-017428)

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