

# Aetna Maintenance Choice Program FAQs



## Background - Most City of Seattle Plans

Effective January 1, 2025, the City of Seattle added Maintenance Choice to the Most Aetna medical plans. Members who regularly take medication received a letter from Aetna dated December 10, 2024, about the Maintenance Choice program. Maintenance medicines are for long-term conditions like high blood pressure, asthma, depression, high cholesterol, epilepsy, and osteoporosis. See a list of [qualifying maintenance medications](#). The following are frequently asked questions to help you understand the letter, the program, and your next steps.

## FAQs

How Does Maintenance Choice Help Me?

Maintenance Choice is an Aetna pharmacy program that allows you to get a 90-day supply of the medication you regularly take at a lower cost of two months or a 60-day supply. The program can also be more convenient, saving you time. You may choose to pick up your 90-day prescription at a select participating retail pharmacy or have it delivered to your home.

What are the Participating Pharmacies?

The participating pharmacies in the Puget Sound area include Costco, QFC, Fred Meyer, and CVS. To find a participating pharmacy, call the RX Member Services phone number on the back of your medical card: **1-888-792-3862**.

If you want to check participating pharmacies online, log in to your Aetna.com account, select Find Care and Pricing, Find a Pharmacy, and then select Filter. You can filter your selections by 90-Day Supply Available.

I want to continue filling my maintenance medication every 30 days at my current pharmacy. What if I don't opt out?

If you refill at a non-participating pharmacy or in 30-day supplies and don't opt out of Maintenance Choice, your maintenance medications won't be covered, and you'll pay the full cost.

What is the last day to opt out of Maintenance Choice?

You can call the RX Member Service phone number on the back of your medical card any time to opt-out of or back into Maintenance Choice.

What phone number do I need to call to opt out of Maintenance Choice?

If you want to opt out of Maintenance Choice, call the RX Member Service phone number on the back of your medical card: **1-888-792-3862**.

Are short term prescription for acute conditions part of the Maintenance Choice program?

Only medications you take regularly for chronic (long-term) conditions are part of the Maintenance Choice program. Prescriptions for acute conditions you take for a short period can be filled at any in-network retail pharmacy and are not part of Maintenance Choice. Examples include antibiotics, antivirals, post-surgery medications, and pain medications for conditions expected to heal, like a broken bone or burn.

## Common Scenarios

I currently fill my maintenance medication as a 30-day supply at my current retail pharmacy. I want to fill the prescription every 90 days at a participating retail pharmacy or have it mailed to me. What do I do next?

You are already enrolled in the Maintenance Choice Program. To activate it, contact your provider's office and request that your 30-day prescription be changed to a 90-day prescription. Once you have your 90-day prescription, you may fill it at a participating retail pharmacy or have it mailed to you. If you want it mailed, ask your doctor to send the 90-day prescription directly to CVS Caremark Mail Service Pharmacy. Or, to order online, log in to your Aetna.com account to start home delivery by U.S. mail. Select Prescriptions from the top row on the site, then Ready for Refill/Order Refills. Review the list and place your order.

I want to keep filling my maintenance prescriptions at my current retail pharmacy every 30 days without paying the full cost. What do I do?

To opt out of the Maintenance Choice program, call the RX Member Services phone number on the back of your medical card: **1-888-792-3862**. If you opt-out during the plan year, you will need to opt-out **again** when your plan benefits renew next year on January 1.

If I am prescribed more maintenance medications this year – will I have to opt out of each one if I want to continue filling my maintenance prescriptions at my current pharmacy every 30 days without paying the full cost?

Once you opt out of the Maintenance Choice Program for the year, you've opted out of all the medications you are prescribed for chronic conditions for the year.

I currently fill all my maintenance medications through CVS Caremark mail order and don't want to change. Why did I receive this letter? What do I need to do if I want to continue?

You received the letter to notify you of the Maintenance Choice program and your option to fill your 90-day prescription at a participating retail pharmacy. If you want to continue filling your prescription through the CVS Caremark mail order, there is no action on your part.