



## Frequently Asked Questions Prescription Override

### **What is a prescription override?**

A prescription override is a request to have a prescription filled for more than a 30 day supply.

### **Who is eligible for the override?**

Overrides can be requested by a student traveling *outside* of the United States for more than a 30 day period.

### **What information is needed to process a prescription override?**

Students must provide the name of the medication, prescription number and time frame. Students may need to submit a copy of their travel itinerary or acceptable travel information. Examples of accepted travel information are plane tickets, confirmations from online travel purchases and visas.

### **How do I request an override?**

To request an override, students must call **Aetna Pharmacy Management** at **888-792-3862** and request a vacation override.

### **How many months of prescriptions may be requested?**

Prescriptions may be filled up to 4 months or the termination date of their policy, provided they are outside of the United States. If additional months of prescriptions are needed beyond the termination date of the plan, Aetna will need to confirm and process a student's eligibility before processing the override request. If eligibility can not be confirmed and updated, a student will need to pay out of pocket for the prescriptions and mail in the receipt to the claims company for reimbursement.

### **How long does it take to process an override?**

Allow up to 5 business days to process the override.

### **When can a prescription override be filled?**

An override can only be filled within 2 weeks of a student's departure date, no exceptions.

### **How and when is the student notified that the override has been processed?**

Once the request is approved, the student will receive a call back stating they are able to go to the pharmacy and to pick up the prescription within the next 48 hours. Prescriptions not picked up within the 48 hour timeframe may have to be reprocessed.

### **Are there exclusions that may apply?**

There are no additional exclusions as a result of requesting an override, but certain prescriptions are not covered under the plan. For example, most topical creams, hair growth supplements, and steroids are excluded. Please refer to the exclusions listed in the brochure for questions regarding prescription policy coverage.