



Aetna Rx Home Delivery
PO Box 417019
Kansas City, MO 6417]

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Need more information?

Visit www.aetna.com and log in to Aetna Navigator®, your secure member website. Or call the toll-free number on your member ID card.

A generic version of CYMBALTA is now available

If you recently filled a prescription for CYMBALTA through Aetna Rx Home Delivery® mail-order pharmacy, we want to let you know about a generic equivalent drug called *duloxetine*. It was recently approved by the Food and Drug Administration (FDA) and is available now.

Our policy is to fill prescriptions with the generic medicine

To make sure your therapy continues without interruption:

- If you have a refill or new prescription for CYMBALTA, it will be filled with the generic equivalent, if available. You will get the generic unless you or your doctor indicated otherwise.
- You will pay the appropriate out-of-pocket cost based on your plan's prescription benefit design.

Understanding generics

Generic medicines are approved by the FDA as safe and effective. They contain the same active ingredients in the same amounts as the brand-name products. The difference is that generics may be a different color, shape or size. When appropriate, your doctor may decide to prescribe, or allow substitution with, a generic medicine. Please contact your doctor if you have concerns about whether the generic is right for you.

To learn more about the value of using generic drugs, you can also visit www.aetnapharmacy.com.

Or, you can access a short presentation that tells you more about generic drugs and how they are as safe and effective as brand-name drugs. It takes only about three minutes to watch. Visit

<http://www.brainshark.com/aetnavpns/UnderstandingGenerics>

Questions?

If you have questions about an order, or to learn more about your prescription drug coverage, visit www.aetna.com and log in to Aetna Navigator, your secure member website. Or call the toll-free number on your member ID card. You can reach a representative 7 a.m. to 11 p.m. ET, Monday through Friday, on Saturday from 7 a.m. to 9:30 p.m. ET, and on Sunday from 8 a.m. to 6 p.m. ET. If you need the help of a telecommunications device for the deaf (TDD), please dial toll-free at 1-800-823-6373.

Thank you for using Aetna.

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