



PrimeMail[®] Delivers

PrimeMail, the mail-service pharmacy trusted by your health plan, delivers your long-term (or maintenance) medicines right where you want them. No driving to the pharmacy. No waiting in line for your prescriptions to be filled.

Savings

- ▶ PrimeMail delivers up to a 90-day supply of long-term medicines. This can reduce what you pay out-of-pocket, and includes free standard shipping.

Convenience

- ▶ Prescriptions are delivered to the address of your choice, within the U.S.
- ▶ You can order from the comfort of your home – either online, over the phone or through the mail. Or, you can have your doctor fax or e-prescribe your order.
- ▶ You can receive up to a 90-day supply of long-term medicine at a time.
- ▶ You can ask for refills online or over the phone.
- ▶ Plain-labeled packaging protects your privacy.

Service

- ▶ You can receive notification by email or phone – your choice – when your prescription is received and when your orders are sent.
- ▶ Member service agents are available 24/7.
- ▶ Licensed, U.S.-based pharmacists are available seven days a week.
- ▶ Choose to receive refill reminder notifications by phone or email.
- ▶ Standard delivery is included at no additional cost.
- ▶ PrimeMail pharmacies are located in the U.S.

PrimeMail will call or email when your prescription is received, when it ships and when it is due for a refill.



Getting Started with PrimeMail

Existing Prescriptions

You can request that PrimeMail contact your doctor to transition your prescription.

- ▶ Visit bcbsil.com and log into Blue Access for MembersSM (BAM). Click on *My Coverage* tab, *Prescription Drugs* on the left and then *Prime Therapeutics* in the center.
- ▶ Click *Go to MyPrimeMail.com*. Select *Transition Prescriptions from Retail to PrimeMail* and fill out the online form. Or, call PrimeMail at **877-357-7463**.
- ▶ Medicines take about 8 days to deliver after PrimeMail receives approval from your doctor.

New Prescriptions

Mail your prescription or have your doctor fax or e-prescribe.

- ▶ Ask your doctor for a prescription for a 90-day supply of each of your long-term medicines. Or, ask your doctor to fax or e-prescribe your order to PrimeMail. If you need to start your medicine right away, request a prescription for a one-month supply to fill at a local retail pharmacy.
- ▶ To print a PrimeMail New Prescription Order Form, go to bcbsil.com/member/rx_drug_choices.html. From there, select your plan coverage and scroll down to the *Mail Service Program* section. Or, call PrimeMail at **877-357-7463**.
- ▶ Mail your prescription, completed order form and payment to PrimeMail.
- ▶ Medicines take about 8 days to deliver after PrimeMail receives and verifies your order.

Refills Are Easy

Refill dates are shown on each prescription label. You can choose to have PrimeMail remind you by phone or email when a refill is due. Choose the reminder option that best suits you.

Online

Visit bcbsil.com to refill a prescription or renew an expired prescription. Log into BAM and click on *My Coverage* tab, *Prescription Drugs* on the left and then *Prime Therapeutics* in the center. Then click *Go to MyPrimeMail.com*. Select *Refill* to choose the medicine you would like to refill.

Over the Phone

Call the PrimeMail automated refill system at **877-357-7463**.

Through the Mail

Complete and mail the Refill Prescription Order Form sent with your order. Remember to allow time for your refill order to be received and processed.

Questions?

To learn more, visit bcbsil.com.

bcbsil.com

PrimeMail is a mail-order pharmacy service operated by Prime Therapeutics LLC, a pharmacy benefit management company. Blue Cross and Blue Shield of Illinois (BCBSIL) contracts with Prime Therapeutics to provide pharmacy benefit management and mail-order pharmacy services. BCBSIL, as well as several other independent Blue Cross and Blue Shield Plans, has an ownership interest in Prime Therapeutics.

PrimeMail is a registered trademark of Prime Therapeutics LLC.

