



# PrimeMail<sup>®</sup> 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 [bcbstx.com](http://bcbstx.com) and log into Blue Access for Members<sup>SM</sup> (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 [bcbstx.com/member/rx\\_drugs](http://bcbstx.com/member/rx_drugs). From there, scroll down to the *Prescription Drug Forms* 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 [bcbstx.com](http://bcbstx.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 [bcbstx.com](http://bcbstx.com).

[bcbstx.com](http://bcbstx.com)

PrimeMail is a mail-order pharmacy service operated by Prime Therapeutics LLC, a pharmacy benefit management company. Blue Cross and Blue Shield of Texas (BCBSTX) contracts with Prime Therapeutics to provide pharmacy benefit management and mail-order pharmacy services. BCBSTX, 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.