

Refills are Easy using

www.bcbsfl.com

FASTEST

Delivery in **3-5**
business days
following the receipt
of your order

Order refills online:
Go to www.bcbsfl.com
and log on to
MyBlueService.

FAST

Delivery in **5-8**
business days
following the receipt
of your order

Order refills through
the automated voice
response system at
1.888.849.7865 or
order refills by fax at
1.888.877.6360.


STANDARD


Delivery in **5-10**
business days
following the receipt
of your order

Order refills through the
mail using the prescription
refill form sent with your
order.

Welcome

Right from your home, we make your health a top priority. Ordering and receiving your long-term medications is easier than ever. We work to provide safe, fast and cost-effective pharmacy services that can save you time and money without sacrificing quality or care.

 my home

 my health

 my pharmacy

Home delivery of prescription medications is provided through PrimeMail, the pharmacy mail service of Prime Therapeutics.



* All comments included in this brochure are from PrimeMail users responding to the Prime Therapeutics Member Satisfaction Study conducted in February 2007.

Our Commitment to You

We are committed to ensuring that all of your prescription needs for your long-term medications are met.

Ordering is Easy

Learn more at the easy-to-use member web site. Go to www.bcbsfl.com, log on to **MyBlueService**, then choose **Pharmacy Claims and Drug Information**.

Register today to:

- Order prescription refills
- Calculate and compare drug costs
- Learn about generic drugs
- Track your prescription history

Also available: An interactive, automated voice response phone line for prescription refills at **1-888-849-7865**.

Questions about your mail-order prescription?

Call **1.888.849.7865**, 24 hours a day, seven days a week



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Pharmacy
Mail Order



MY HOME



Order prescriptions from the comfort of your home.

Get medications delivered to your door or wherever you choose in packaging that is:

- Plain-labeled for privacy
- FDA approved and Tamper-evident for safety
- Climate-controlled to prevent spoilage when necessary

“It’s convenient and economical and I was happy about the time it took.”

MY HEALTH



Know your health and safety are important to us.

Receive the medicine you need. We take the time to:

- Closely review each prescription
- Provide important medication information
- Call you when your prescriptions are received and sent
- Remind you when your refill order is due

“I love the fact that I can order medications for 90 days. It saves both time and money.”

MY PHARMACY



Trust that you are our top priority.

Through this convenient option, you have access to your pharmacy 24 hours a day, seven days a week. You are assured that your prescriptions are:

- Confirmed for accuracy and quality by registered pharmacists
- Checked by additional methods, including bar-code matching, photo-imaging and weight verification
- Tracked through dispensing, fulfillment and delivery so concerns can be addressed quickly and efficiently

“I really like the web information. The web site is most helpful to my family and me.”



Start using pharmacy mail order today.

1. Talk to your doctor
 - Ask for a prescription for a 90-day supply of each of your long-term medications.
 - Ask for a prescription for a 14-day supply to fill at a retail pharmacy for immediate use.
2. Complete the PrimeMail order form.
3. Mail your completed order form and payment. Use the enclosed envelope and include your original physician-signed prescription.

“I am so pleased with the online refill ordering process.”