

Prescription Refill Options

You may order your prescription refills using the Internet, phone or U.S. Mail. To avoid running out of medication, order your refills on the date indicated on your prescription label. PrimeMail Pharmacy provides the following convenient refill methods:

Refill by Internet

- Log onto www.bcbsfl.com, click on **MyBlueService**, then select "Pharmacy Claims and Benefit Information"
- You will need to have your prescription number and credit card information ready to enter

Refill by Phone

- Dial PrimeMail's refill line at: **888.849.7845, TTY 711**
Mon. - Fri, 8:00 a.m. - 12:00 a.m. EST,
Sat. & Sun. 8:30 a.m. - 9:00 p.m. EST
- Have your prescription number and credit card number information available; follow the system prompts to complete your refill order

Refill by Mail

- Fill out the PrimeMail Pharmacy Order Form that was included with your previous PrimeMail prescription delivery
- Include appropriate payment



Time and Money Saving Tips

- If medically appropriate, ask for generics — they usually cost less and generally meet the same FDA requirements for safety, purity, strength and quality as brand-name drugs
- Ensure the following necessary information is legible on your new prescription:
 - The patient's full first name and last name
 - The medication, strength, and directions for use
 - The maximum quantity allowed by your plan limits
- Ensure your PrimeMail Pharmacy Order Form is complete — an incomplete form may cause a delay in processing your prescription

Questions?

Call PrimeMail Pharmacy Member Service
888.849.7845, TTY 711

Monday through Friday,
8:00 a.m. to 12:00 a.m. EST

Saturday and Sunday,
8:30 a.m. to 9:00 p.m. EST

Si usted desea obtener este folleto en español, por favor llame al número de atención al cliente indicado en su tarjeta de asegurado, y solicite ser transferido a un representante bilingüe.



BlueCross BlueShield of Florida
An Independent Licensee of the Blue Cross and Blue Shield Association

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Information for Medicare Members

Mail Order Pharmacy Program

Provided by

PrimeMail® Pharmacy



BlueCross BlueShield of Florida
An Independent Licensee of the Blue Cross and Blue Shield Association

Overview

As a Blue Cross and Blue Shield of Florida, Inc. member, you can participate in the Mail Order Pharmacy Program provided by PrimeMail® Pharmacy.

PrimeMail Pharmacy offers the convenience of home delivery with the safety and quality service you expect for your prescription drug needs.

Convenience

Medications are delivered to your home or work with refill amounts and dates noted on the prescription label.

Quality

Each prescription is verified for accuracy and dispensed by pharmacists who oversee every aspect of the process.

Privacy

Orders are handled discreetly and delivered in plain-labeled packaging with no indication of the contents.

Safety

A tamper-evident closure and secure packaging protect your order from breakage.

How to Start Using PrimeMail

1. For each long-term medication prescribed for you, ask your physician to write a prescription for the maximum-days supply your plan allows to be filled at PrimeMail Pharmacy.
2. Complete (in black ink) the PrimeMail Pharmacy Order Form.

3. Mail to PrimeMail Pharmacy in the enclosed envelope:

- Your completed PrimeMail Pharmacy Order Form (no P.O. Boxes are accepted)
- Your original physician-signed maximum-day supply prescription*
- The appropriate payment*

* You may submit more than one long-term prescription and payment in one order.

Commonly Asked Questions

Q: Why should I use PrimeMail to fill my prescriptions?

A: PrimeMail offers you convenient prescription delivery to your home or work with refill amounts and dates noted on your prescription label.

Q: How long does it take for my PrimeMail prescription order to arrive?

A: Prescriptions ordered through the mail usually arrive in 10 to 14 days, via U.S. Mail. Prescription refills ordered through the Internet or by phone offer faster turnaround. Your PrimeMail prescription label indicates the date you should order your refill — approximately three weeks before the end of your current supply.

Q: What if I want to order from PrimeMail, but I need to begin taking my medication right away?

A: Ask your prescriber for two prescriptions — one for a 14-day supply to fill immediately at a local retail pharmacy, and one for the maximum-days supply available under your plan to send to PrimeMail Pharmacy.

Q: Can I call in directly to PrimeMail for refills?

A: Yes. You may call **888.849.7845, TTY 711**, Mon. - Fri. 8:00 a.m. - 12:00 a.m. EST, Sat. & Sun. 8:30 a.m. - 9:00 p.m. EST to order refills through PrimeMail's refill system. You may also reorder by logging on to www.bcbsfl.com, clicking on **MyBlueService**, then selecting "Pharmacy Claims and Benefit Information".

Q: How can I pay for my prescriptions?

A: You may pay via personal check, money order or credit card (MasterCard®, Visa®, American Express® or Discover®). Paying with a credit card is the most convenient method for members, as PrimeMail can retain the information on file for future prescription orders. (If payment is not included, PrimeMail is unable to fill your prescriptions.)

Q: My physician wrote one 30-day prescription with two refills. Can you combine this and send me a 90-day supply?

A: No. PrimeMail Pharmacy must follow your physician's directions exactly as they are written on the prescription. To receive 90 days of medication all at once, you will need a new prescription from your physician, rewritten for a 90-day supply with up to three refills.

Q: Can I get controlled-substance medications from PrimeMail Pharmacy?

A: Yes. Controlled-substance medications, such as Ritalin®, Xanax®, Valium®, or Vicodin® are available through PrimeMail. Your quantity and refill amounts may be limited for controlled-substance medications in accordance with applicable pharmacy regulations.

Q: Should I request generic drugs for my prescription?

A: Yes. Ask your physician if there are cost-effective generic alternatives to your brand-name medications to reduce cost without sacrificing the quality or effectiveness of the drug.

Q: Will PrimeMail pharmacists automatically substitute a generic medication?

A: PrimeMail Pharmacy will dispense generic equivalents when available and appropriate and in accordance with applicable law.

