



PrimeMail[®] Delivers

PrimeMail, the mail-service pharmacy trusted by your health plan, helps lower costs and provides convenience for members.

Benefits to Employers

➤ Adherence

Members are more likely to adhere to their drug therapy using 90-day prescription services like PrimeMail. Members with chronic medical conditions who take their medications as prescribed experience benefits to their health along with notable decreases in hospital stays and health complications.¹

➤ Potential Decrease in Overall Drug Ingredient Costs

Lower overall ingredient cost for brand medications combined with no dispensing fees may result in lower cost per delivered prescription.

Benefits to Members

➤ Convenience

Prescriptions are delivered to the member's address of choice, within the U.S. Members have multiple options for ordering and can get up to a 90-day supply of medication at a time. Medication is mailed in plain-labeled packaging for privacy.

➤ Service

Members can request order, shipping and refill notifications by email or phone. Member service agents are available 24/7 and licensed, U.S.-based pharmacists are available seven days a week. There is no additional charge for standard shipping.

➤ Savings

Ninety-day supplies offer deeper discounts through bulk purchasing and no dispensing fees. That means pharmacy costs may be lower for plan sponsors and members.

Employee communications to help you promote PrimeMail:

- Email content
- Digital signage messaging
- Intranet and newsletter content
- Fliers

Questions?

For more information, talk to your Account Management Team.

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How Members Can Get Started

Existing Prescriptions

Members can request that PrimeMail contact their doctor to transition a prescription.

- ▶ Visit bcbstx.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 the prescriber.

New Prescriptions

Members can mail the prescription or have the physician fax or e-prescribe.

- ▶ Ask for a prescription for a 90-day supply of each maintenance (or long-term) medication. Or, ask their physician to fax or e-prescribe the order to PrimeMail. If the medication needs to be started right away, members should request a prescription for a one-month supply to take to a retail pharmacy.
- ▶ To print a PrimeMail New Prescription Order Form, go to bcbstx.com/member/rx_drugs. From there, scroll down to the *Prescription Drug Forms* section. Or, call PrimeMail at **877-357-7463**.
- ▶ Mail the prescription, completed order form and payment to PrimeMail.
- ▶ Medicines take about 8 days to deliver after PrimeMail receives and verifies the order.

Refills Are Easy

Refill dates are shown on each prescription label. Members can choose to have PrimeMail remind them by phone or email when a refill is due.

Online

Members can visit 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 medication they would like to refill.

Over the Phone

Members can call the PrimeMail automated refill system at **877-357-7463**.

Through the Mail

Members can complete and mail the Refill Prescription Order Form sent with the order. They should be sure to allow time for the refill order to be received and processed.

Questions?

To learn more, members can visit bcbstx.com.

bcbstx.com

¹ Lassen, David; Hermes, Matthew. "Solving the Medication Adherence Puzzle." Benefits & Compensation Digest. October 2010.

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.