



### 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 Phone

- Dial PrimeMail's refill line at **888.849.7865, TTY 711**

- Have your prescription number and credit card number information available; follow the system prompts to complete your refill order

#### Refill by Internet

- Log on to [www.bcbsfl.com](http://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 Mail

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

#### Questions?

Call PrimeMail Pharmacy Member Service

**888.849.7865, TTY 711** Monday through Friday, 8:00 a.m. to 12:00 a.m.; 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.**

### Time and Money Saving Tips

- Ask for generics — they cost less and 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

# Mail Order Pharmacy Program



Provided by  
**PrimeMail® Pharmacy**

Information for Members



**BlueCross BlueShield  
of Florida**

An Independent Licensee of the  
Blue Cross and Blue Shield Association

Health Options, Inc. is a subsidiary of  
Blue Cross and Blue Shield of Florida.

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## Overview

As a Blue Cross and Blue Shield of Florida, Inc. or Health Options, Inc. member, you and your eligible dependents 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
  - 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 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 send a new prescription to PrimeMail, but I need to begin taking my medication right away?

**A:** First, ask your prescriber for two prescriptions — one for a one-month supply to fill immediately at a local retail pharmacy, and one for the maximum days supply available under your plan to send to the PrimeMail Pharmacy. Next, after using two weeks of your retail prescription, mail your second prescription and order form to PrimeMail.

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

**A:** Yes. You may call **888.849.7865, TTY 711** to order refills through PrimeMail's refill system. You may also reorder by logging on to [www.bcbsfl.com](http://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 for the cost-effective generic alternatives to your brand-name medications to reduce cost without sacrificing the quality or effectiveness of the drug. Generic drugs must meet the same FDA standards for purity, safety, strength and effectiveness as brand-name drugs.

### Q: Will PrimeMail pharmacists automatically substitute a generic medication?

**A:** PrimeMail Pharmacy will dispense FDA-approved generic equivalents when available and appropriate.

## Tips for Ordering

- **Provide a phone number where you can be reached during the day.** This is especially important if your medication is temperature-sensitive or high-cost. PrimeMail® Pharmacy will contact you to arrange delivery.
- **Ask your doctor to request the maximum quantity your benefit allows.** If you are unsure of your maximum-quantity benefit, please refer to your summary plan description, or call the customer service phone number listed on your plan ID card and a representative will assist you.
- **Ask your doctor to prescribe your medication by its generic name.** This will help ensure that you receive the generic medication. PrimeMail Pharmacy's dispensing practices requires certain medications to have the generic name written on the prescription in order for PrimeMail Pharmacy to provide you with the generic formulation.
- **Ask that the supervising physician's name is clearly indicated on your prescription.** If you are under the care of a nurse practitioner, physician's assistant or other mid-level prescriber, ask that the supervising physician's name is printed on the prescription; or, you may ask that the supervising physician sign the prescription. The supervising physician's name is required on all prescriptions processing by PrimeMail Pharmacy.
- **If you are submitting a prescription for a controlled-substance medication, send the original prescription signed by your doctor.** Faxed or copied prescriptions, or prescriptions signed by a mid-level

practitioner (such as a physician's assistant or nurse practitioner) cannot be accepted for controlled-substance medications. Submit controlled substance prescriptions to PrimeMail Pharmacy as close as possible to the date that they were written. Schedule II controlled substance prescriptions (e.g., Morphine, Demerol®, Ritalin®, & Adderall®) should be submitted within seven days of the date they are written. Post-dated prescriptions cannot be accepted.

- **Do not submit prescriptions for compounded medications to PrimeMail Pharmacy.** PrimeMail does not fill prescriptions for compounded medications. Compounded medications require special mixing of ingredients to make a drug dose that is not commercially available. These compounded products often require the added expertise of a compounding pharmacist. In addition, many compounded products have limited or no stability data available, making them inappropriate for the extended-days supply associated with mail service pharmacy benefits.
- **Fill out your PrimeMail Order Form completely.** The more information we have, the better we can serve you. Please remember to submit prescriptions for multiple addressees on separate PrimeMail Order Forms.

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