



PrimeMail delivers

convenience, savings and service

PrimeMail[®], the mail-service pharmacy trusted by Excellus Blue Cross Blue Shield (Excellus BCBS), delivers your medications right to you. You choose where your prescriptions are delivered. You choose how to order – online, over the phone or through the mail. And you decide how PrimeMail should contact you – through e-mail or over the phone.

Using a mail service pharmacy is ideal for those who take medications on a continuing basis. They offer the use of home delivery and the ease of ordering refills by phone or on the Internet.

Why did PAR move to the PrimeMail mail order system?

This change was implemented as a cost containment measure that keeps overall plan costs down and offers savings to the employees.

In addition to cost savings, what are the other advantages of using mail service for maintenance drugs?

Mail service offers mail delivery with the highest standards of quality, safety and service for your prescription drug needs:

- Quality - Each prescription is verified for accuracy and dispensed by a pharmacist who oversees every aspect of the process
- Convenience - Orders are delivered to your home, work or other designated address with refill amounts and dates noted on the prescription label
- Privacy - Orders are handled discreetly and delivered in plain-labeled packaging with no indication of the contents
- Safety - Tamper-evident closure and secure packaging protect prescriptions from breakage and temperature changes

How do I know if PrimeMail received my request for an order?

PrimeMail provides e-mail or telephone notifications – your choice – to let you know when your order is received and when your prescriptions are sent. To sign up, you may contact PrimeMail and speak with a representative or you may register at www.MyPrimeMail.com. You may change your preferred notification method at any time.

How long will it take for my PrimeMail prescription order to arrive?

The industry standard for door-to-door turnaround time of a mail order prescription is 10-14 days. PrimeMail typically outperforms that standard.

Upon receipt of your new prescription or refill request it may take five to eight business days for your order to arrive. Excellus BCBS allows orders through the mail to be filled after 63 days of a 90-day supply are used.

PrimeMail has consistently processed Excellus BCBS orders that require no intervention in average time of less than one day. Orders that require some type of intervention (i.e. prior authorization from the plan, prescriber call for clarification, etc.) are filled in just under 2 days average. Standard order shipping is United States Postal Service (USPS). USPS delivery times can vary quite significantly due to rural/urban zip code location or be affected by natural disasters such as Hurricane Irene aftermath or blizzards. Since PrimeMail



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cannot control the delivery times once it is in the hands of USPS, it is recommended members place their order to allow for adequate mailing time.

How do I check the status of my prescription?

To check the status of your order, by contacted a Member Services Agent toll-free at 1-866-260-0487 or by logging into your account online at: www.myprimemail.com

How can I refill my prescription through PrimeMail?

Once you have enrolled, you will receive refill reminders by email or phone when your refill is due. Then, you can call to get refills or order them online at MyPrimeMail.com.

What medications are available through PrimeMail?

Most maintenance medications are available through PrimeMail. For a complete list, please visit the Excellus BCBS website at www.excellusbcbs.com/rx.

- Note: You will not use PrimeMail for all medications. For example, if you are prescribed a 10-day antibiotic for a sore throat, you will use your local participating pharmacy of choice, not Prime Mail.
- Specialty drugs must be ordered through the Excellus BCBS Specialty Pharmacy Network. Please visit www.excellusbcbs.com/rx for a listing of medications and authorized pharmacies.

Can my physician call my prescription into the mail service pharmacy?

Yes, PrimeMail can accept phoned in prescriptions for all drugs except for certain narcotics. (This requirement is governed by Federal and State dispensing regulations.)

What if I need my medication right away and cannot wait for the mail order to arrive?

Ask your physician for two prescriptions:

- One to be filled at a contracting local pharmacy for immediate use.
- One for the maximum-day supply allowed by your plan to fill at PrimeMail

Does PrimeMail accept electronic prescriptions?

Yes, if your physician has e-prescribing capabilities, please advise that PrimeMail is able to accept those transactions.

What payment options are available through PrimeMail?

New prescriptions or refill orders placed by mail can be paid for by check, credit card or money order. Please do not send cash with your order.

- To order by pay by mail, send your order form and payment to: PrimeMail, PO Box 16190, Pittsburgh, PA 15242- 0190
- Refill orders placed by phone or Internet require a credit card. PrimeMail accepts American Express, Discover, MasterCard and Visa.

For more information, please visit the PrimeMail web site at www.myprimemail.com

To speak with a pharmacy agent, contact us 24 hours a day, seven days a week at 1-866-260-0487 Or talk to licensed, registered pharmacists about your prescriptions (available Monday-Friday, 8 a.m.-8:30 p.m. CST, and Saturday-Sunday, 8 a.m.-6 p.m. CST).