

Making the transition

to your new pharmacy benefits manager

Your Blue Cross and Blue Shield of North Carolina (BCBSNC) pharmacy benefits are provided through Prime Therapeutics (Prime), our pharmacy benefits manager. Please read this important information about the transition to Prime, so you'll know what to expect.

WHAT YOU NEED TO KNOW

When the transition will occur

The transition to Prime will take place at the end of your benefit plan year. Any pharmacy benefits you currently have will remain unchanged until that date.

You'll receive a new member ID card

Your new BCBSNC member ID card will be used for both your medical and pharmacy benefits. The member ID card will display the Prime logo and customer service number on the back. When using a retail pharmacy, simply present your BCBSNC member ID card with your prescription. Remember, any existing pharmacy benefits remain in effect until the end of your benefit plan year.

Mail-service members will receive a PrimeMail® Welcome Packet

You will receive a Welcome Packet from PrimeMail, Prime's mail-service pharmacy. It will include:

- + A welcome letter
- + Instructions on how to continue receiving prescriptions in the mail
- + A prescription order form
- + A prepaid return envelope

Refilling existing mail-service prescriptions before the transition

You will continue to request mail-service refills through your current mail-service pharmacy through the end of your benefit plan year. After the transition, you will request refills using PrimeMail. See "**Ordering refills of an existing prescription through PrimeMail**" on the next page.

These prescription types will not be transferred

- + Prescriptions for controlled substances (Federal law prohibits their transfer)
- + Prescriptions for compounded drugs

If you take a medication that falls under any of these restrictions, it's important that you talk to your doctor about getting a new prescription or new pre-authorization before the transition. *Existing pre-authorizations will not be transferred.*

See "WHAT YOU NEED TO DO" on the next page.



WHAT YOU NEED TO DO

How to register with PrimeMail

PrimeMail makes transferring prescriptions, ordering new medications and ordering refills safe, fast and easy. You can set up your account either online or over the phone. Call PrimeMail at 1-888-274-5180 to set up your account, including shipping details, preferred payment method, plus any allergies or other important information about your health. Or visit **MyPrimeMail.com** to set up and manage your account. Be sure to have your member ID card handy, because you will be prompted to enter your ID number, which starts with a W.

Ordering a new maintenance prescription through PrimeMail

Your benefit plan may require you to order maintenance medications (medications taken on a regular basis) in a 90-day supply through PrimeMail, or be subject to paying a penalty.¹ When you receive a new prescription for a maintenance medication:

1. Ask your provider for a prescription for a 30-day supply and fill that prescription at your retail pharmacy.
2. Ask your provider for a prescription for a 3-month supply and provide that prescription to PrimeMail.

New prescriptions are delivered in five to 10 business days. Refills can be delivered in three to five business days.

Ordering prescriptions at a retail pharmacy

For prescriptions at retail pharmacies, simply take your prescription to the participating pharmacy of your choice. Present your BCBSNC member ID card when you submit your prescription.

Getting a new prescription for any controlled substance or compounded drug

If you take a medication that is a controlled substance, or a medication that is compounded by a specialty pharmacy, it is critical that you talk to your doctor about getting a new prescription. These prescriptions cannot be transferred to Prime – you must submit a new prescription. To ensure that you do not run out of your medication, ask for your new prescription before the transition date.

Getting a new prior authorization for any drug that requires Prior Review

There are three categories in the BCBSNC Prior Review and Certification program: Prior Review, Restricted-Access/Step Therapy and Quantity Limitations.

To determine if a particular drug falls into one of these three categories, log in to bcbsnc.com/umdrug. If you take a medication in one of these categories, talk to your doctor about any necessary reviews and approvals. Existing prior authorizations

won't be transferred to Prime. Ask your doctor to submit a request before the transition date, either by calling BCBSNC at **1-800-672-7897** or faxing a request form to **1-800-795-9403**.

Ordering refills of an existing prescription through PrimeMail

Some of your existing prescriptions may have been transferred from your previous mail pharmacy. You can access those prescriptions and order remaining refills once you have set up your PrimeMail account. Simply log into your PrimeMail account and enter your old prescription numbers to start the refill process. You may also order your first refill with PrimeMail by phone, using your old prescription number.

Choose your form of payment

You can provide credit card authorization by calling PrimeMail at 1-888-274-5180. Payment information can also be entered at **MyPrimeMail.com**. (Credit card information for existing prescriptions will not be transferred to Prime without the member's authorization.) You can also choose to pay for mail-service prescriptions by check or money order.

Use PrimeMail's refill reminder program

Refill dates are shown on each prescription label and PrimeMail will remind you, by email or with a phone call, when a refill is due. You can order refills online, by phone, or by mail.

Reach PrimeMail Customer Service 24/7

Online	Visit MyPrimeMail.com to register, manage your account, enter credit card information, access mail-order forms, order refills – and more.
By mail	Forms for account registration and mail-order will arrive in your Welcome Packet and are always available online. Send mail requests to: PrimeMail, PO Box 650041, Dallas, TX 75265-0041.
By phone	Call PrimeMail Customer Service at 1-888-274-5180 (TTY users can dial 711) – 24 hours a day, seven days a week.
By fax	Providers can fax new prescription orders to 1-877-774-6360, using the PrimeMail Physician Fax Order form available at MyPrimeMail.com . Members cannot fax new prescription orders.

Treatment decisions are always between you and your doctor.

¹ Consult your benefit booklet for details. Coverage is always subject to the exclusions and limitations noted in your benefits booklet.

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