PrimeMail by Walgreens Mail Service - Non-Specialty Mail Service Change

FAQs

Q: Will members need to do anything differently to get their medications from the mail order service?
A: Services staying the same include:
  - Phone number
  - Hours of operation
  - Refill reminder calls or emails, which are sent based on the member’s preferred communication method
  - Standard shipping free within the U.S. and additional charges are applied for expedited shipping
  - Prescriptions costs – members can continue to review medication pricing at MyPrime.com
  - Prescription shipments will still be received within 8-10 days after the order is verified and members will continue to be notified if there any delays in the process
  - Members’ current prior authorization (PA) approvals on file will be transferred over and will follow standard process for renewals

What is changing is that all online mail order prescription management activities after July 1, 2017, will be conducted at Walgreens.com/PrimeMail. These activities can include refills, status tracking, new prescriptions, etc. Additionally, on or after the integration date members will need to refill an open/active prescription by calling the same phone number or requesting a refill online at the Walgreens website. Members will be asked to verify their personal information and provide their payment information. The payment information will need to be supplied before the member’s prescription can be shipped; however, once given and noted to be kept on file, members will not need to resupply that information.

Q: What if members have an expired prescription or a prescription with no remaining refills?
A: Expired prescriptions or prescriptions without remaining refills will not be eligible to be filled at PrimeMail by Walgreens Mail Service on or after July 1, 2017. Members will need to ask their physician to provide a new prescription.

Q: How do members fill a new prescription on or after July 1, 2017?
A: Members can call the same phone number, submit their new prescriptions online or through the mail.
Updated mail order forms will be provided later this year and posted on the MyPrime.com and bcbsil.com websites. In the meantime, all submitted printed forms will be sent overnight daily to the Walgreens Mail Service in Tempe, AZ.

Members should have their doctor submit new prescriptions to the Walgreens Mail Service, either electronically or via fax.

**Members will also have a new online experience starting July 1, 2017.**

**Q: What is the new member online experience?**

**A:** Members can continue to visit MyPrime.com to find medicine information and pricing/copays, review prescription history and out-of-pocket costs and for general information regarding their pharmacy benefits.

Starting July 1, 2017, all mail order prescription management (i.e. refills, new prescriptions, order status tracking, etc.) will be handled at Walgreens.com/PrimeMail. Members can access this site one of three ways:

- Sign in to MyPrime.com, either directly or through their Blue Access for MembersSM (BAMSM) account, and select *PrimeMail by Walgreens Mail Service* to opt in to be redirected to the Walgreens.com/PrimeMail site. First time users will be prompted to sign-in (if they have a current Walgreens.com account) or create a new account to have their profile data populate on the new site. **Note:** After creating a new account or syncing their current Walgreens.com account to mail services, the member will no longer be required to complete this separate log-in step when linking from MyPrime.com.
- Visit Walgreens.com/PrimeMail and select “register now” to sign up for mail service.
- If members have a current Walgreens.com account, they can sign in to their account and add their health plan insurance information to register for the mail service.

As part of the process to transfer their profile information from PrimeMail to the PrimeMail by Walgreens Mail Service, members will be asked to verify their identity. Once matched and fully registered on the Walgreens website, the member’s active prescription(s) will be listed and available for selection to fill.

**Q: Will providers need to do anything differently?**

**A:** For new prescriptions on or after July 1, 2017, providers will need to send electronically to Walgreens Mail Service in Tempe, AZ or fax the prescription to 800-332-9581.

If providers continue to use the existing PrimeMail ePrescribe or fax number methods, PrimeMail will overnight these prescriptions daily to the Walgreens Mail Service in Tempe until later this year.

Awareness communications to providers will be published in upcoming provider newsletters and on the bcbsil.com/provider website.
Q: What is the new combined company’s name?
A: The name of the combined specialty pharmacy and mail services company will be announced over the coming months. Prior to the official rollout, members may receive materials and packaging with both the Prime Therapeutics and Walgreens company logos. Please Note: The PrimeMail by Walgreens Mail Service name may also change as full integration of the combined company nears completion. More information will be shared as it becomes available.

This information applies to members and groups with prescription drug benefits administered through Blue Cross and Blue Shield of Illinois (BCBSIL).

Prime Therapeutics LLC (Prime) is a pharmacy benefit management company. Prime has contracted with Walgreens, a company independent from Prime and BCBSIL, to provide mail pharmacy services through PrimeMail by Walgreens Mail Service. BCBSIL contracts with Prime Therapeutics to provide pharmacy benefit management and other related services. In addition, contracting pharmacies are contracted through Prime. The relationship between BCBSIL and contracting pharmacies is that of independent contractors. BCBSIL, as well as several independent Blue Cross and Blue Shield Plans, has an ownership interest in Prime Therapeutics.

Prime has entered into an agreement with Walgreens, an independently contracted pharmacy, to form a combined specialty pharmacy and mail order services company, owned by Prime and Walgreens.

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