



BlueCross BlueShield of Illinois

Experience. Wellness. Everywhere.®

Mandatory Mail Service Program

Blue Cross and Blue Shield of Illinois (BCBSIL) and your employer are working together to find ways to manage the rising cost of prescription drugs. To help control costs for everyone, your benefit plan uses tools such as the mandatory mail service program.

Under the mandatory mail service program, you and your covered dependents are required to obtain covered *maintenance medications* through PrimeMail^{®1*} in order to receive coverage, after the first fill for up to a 34-day supply plus one refill. Maintenance medications are those drugs you may take on an ongoing basis to treat conditions such as high cholesterol, high blood pressure, diabetes, asthma and depression. You will receive benefits for one fill of a covered maintenance medication plus one refill at a retail pharmacy. After that, to receive coverage you must order your maintenance medications through PrimeMail.

The Mail Service Program May Save You Time and Money

When you use the program, you can have up to a 90-day supply of covered maintenance medication delivered directly to you – usually at a savings over the monthly payment amount you may be accustomed to paying at a retail pharmacy.

Using generic medications may also help save you money. There are generic equivalents for many commonly used brand medications. If a generic equivalent is not available for your medication, there may be a generic alternative that is right for you. Consider talking to your doctor about whether a generic drug is an option for you.

Through the mail service program, you can have up to a 90-day supply of covered maintenance medication delivered directly to you.

www.bcbsil.com



Getting Started with the Mail Service Program

To begin using the program, you can choose from these options:

- **Ask your doctor for a new prescription written for up to a 90-day supply.** Then go to www.bcbsil.com, log in to Blue Access® for Members (BAM) and visit your Rx Drugs page to print an order form to submit to PrimeMail. If you are prescribed a new maintenance medication, ask your doctor for a second prescription to fill at a retail pharmacy to use while your order is processed.
- **Contact PrimeMail.** At your request, PrimeMail will contact your doctor to get a new prescription. Just call the Pharmacy Program number on the back of your BCBSIL ID card. Have your doctor's name and phone number and the name and strength of your medication ready when you call.
- **Use PrimeMail Concierge Services.** You can request that PrimeMail contact your doctor for a new prescription – *online, at your convenience*. Go to www.bcbsil.com and log in to BAM. From your Rx Drugs page, you can access PrimeMail Concierge Services and submit your request.

Whichever option you choose, allow about two weeks after submitting your order to receive your medication from PrimeMail. In certain situations, it may take longer.

Questions about the mail service program or your prescription drug benefit?

Call the Pharmacy Program number on the back of your ID card. Go to www.bcbsil.com and log in to BAM to learn more about the mail service program or to print an order form. When you visit the Web site, you also can view a sample list of maintenance medications.

Using the mail service program to obtain covered maintenance medications may save you time and money.



Treatment decisions are *always* between you and your doctor. Coverage is always subject to the exclusions and limitations noted in your benefit plan booklet. See your benefit booklet for details.

*PrimeMail is a mail order pharmacy owned and operated by Prime Therapeutics LLC, a pharmacy benefit management company. Blue Cross and Blue Shield of Illinois contracts with Prime Therapeutics to provide pharmacy benefit management and mail order pharmacy services. Blue Cross and Blue Shield of Illinois, as well as several other independent Blue Cross and Blue Shield Plans, has an ownership interest in Prime Therapeutics.