

# Refills

## Refills are even easier

Refill dates are shown on each prescription label, and PrimeMail will remind you when a refill is due. You have several options to order prescription refills. Choose the option that best suits you.



### Online

Visit [www.bcbsal.com](http://www.bcbsal.com) to refill a prescription or renew an expired prescription



### Over the phone

Call the automated PrimeMail refill system at **1-800-391-1886**



### Through the mail

Complete and mail in the prescription refill form sent with your order

## Questions?

To learn more about PrimeMail, visit our easy-to-use website at

[www.bcbsal.com](http://www.bcbsal.com)

OR call PrimeMail at **1-800-391-1886**  
24 hours a day, seven days a week

# Simplify your life

No more waiting at the pharmacy — **have your prescriptions delivered right to you.**

PrimeMail, the mail-service pharmacy trusted by your health plan, delivers your maintenance medications right where you want them. No driving to the pharmacy. No waiting for your prescriptions to be filled.



## PrimeMail®

Your mail-service pharmacy for convenient prescription delivery



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Prime Therapeutics is an independent company providing pharmacy benefit management services for Blue Cross and Blue Shield of Alabama members.

PrimeMail® is a registered trademark of Prime Therapeutics LLC.

# PrimeMail delivers

## → Convenience

- Prescriptions delivered to the address of your choice
- Medications ordered your way — online, over the phone or through the mail
- Up to 90-day supply of medication at one time
- Plain-labeled packaging protects your privacy

## → Savings

- Save up to 33% on prescriptions\*; this puts money back in your pocket

## → Service

- Notification through e-mail or over the phone — your choice — when your order is received and when your prescriptions are sent
- Member service agents available 24/7
- Licensed, U.S.-based pharmacists available seven days a week
- Refill reminder notification

\*Savings estimate based on common mail-service benefit designs

Getting started

is easy!

Order your prescriptions online or through the mail.

*Choose the option you like best!*



## Option 1



Online:

- Visit **www.bcbsal.com**
- Transition your prescriptions from a retail pharmacy to mail
  - Fill out the online form and PrimeMail will take care of the rest
  - Expect your medications in five to eight business days after PrimeMail receives approval from your prescriber

## Option 2



Through the mail:

- Talk to your doctor
  - Ask for a prescription for a 90-day supply of each of your long-term medications
  - Ask for a prescription for a 14-day supply to fill at a retail pharmacy for immediate use if needed
- Complete the PrimeMail order form
  - Find PrimeMail forms at **www.bcbsal.com**  
OR call PrimeMail at **1-800-391-1886**
  - Mail your prescription, completed order form and payment to PrimeMail
- Expect your medications in five to eight business days after PrimeMail receives your order