

## Filling your prescription through the mail service pharmacy

Blue Shield provides access to the mail service drug benefit through PrimeMail®, which offers you the convenience of receiving up to a 90-day supply of covered maintenance, or long term, drugs\* delivered to your home or office, with no charge for shipping.

To receive covered medications from PrimeMail, you must first register online, by phone or by mail to provide the basic information required, such as your name, shipping address, payment method, and drug allergies. Instructions for each registration method are listed below:

1. **Online** – Register online by selecting the Log In button on the top right hand of the screen. If you are a first-time user, select *Register Now* and read the *Terms of Use*. You will be required to accept the terms of use on the bottom of the page. Your Blue Shield of California ID number and other member information are required to register. You will be brought to the *My Account* page where you will be prompted to fill in your information, including address, allergies, and payment options.

If you are a returning user, please enter your ID and password on the log in page.

You can also register online by logging into the **blueshieldca.com** website as a member, selecting Pharmacy and clicking on the [myprimemail.com](http://myprimemail.com) link under the mail-service pharmacy page. If you logged in but did not complete your registration the first time, or if you need to make any changes to your profile, log into **blueshieldca.com** as a member, select Pharmacy, and click on the [myprimemail.com](http://myprimemail.com) link under the mail-service pharmacy page. Then select *My Account* in the upper right corner of the page and update your registration.

2. **By phone** – Call PrimeMail at 866.346.7200. If you use TTY equipment, you can order forms by calling TTY: 866.346.7197. A PrimeMail representative can either mail the new Prescription Order Form to you or complete it for you over the phone.

\* Maintenance drugs are those prescribed to treat chronic health conditions such as asthma, diabetes, high blood pressure, or high cholesterol, and are taken on an ongoing, regular basis to maintain health.

3. **By mail** – Once you are logged into myprimemail.com, select *Order New*. You can choose to complete the form online and then print it, or print out a blank form and complete it by hand. Once you complete the form, simply mail it to:

PrimeMail Pharmacy  
P.O. Box 27836  
Albuquerque, NM 87125-7836

Once you are registered, PrimeMail will need your prescription; this can be sent electronically, or by phone, fax, or mail:

1. **Electronically** – Ask your doctor to send an electronic prescription for a 90-day supply to PrimeMail. This is called “e-prescribing” and is the simplest way to send a prescription.
2. **By phone or fax** – Request that your doctor submit your prescription for a 90-day supply by phone or fax to PrimeMail.

PrimeMail MD phone line: 888.215.3015

PrimeMail MD fax line: 888.214.1811

Alternatively, you can ask PrimeMail to contact your doctor directly to obtain a prescription order or to transition an existing prescription from your current retail pharmacy by either:

- Calling PrimeMail at 866.346.7200, or
  - Once you are logged into myprimemail.com, selecting *Transition Prescription from Retail to PrimeMail*. After selecting your name from the *patient name* field, you will see a Search screen where you can type in the name of the prescription drug that you want transitioned to PrimeMail, along with the dosage form and strength. PrimeMail will contact your doctor to transition your prescription and obtain approval for a 90-day supply.
3. **By mail** – If you already have a written prescription from your doctor for a 90-day supply, you can mail it with your applicable mail-service copayment and a copy of your Blue Shield member ID card to the address below. If you plan to mail your registration form, you can simply include your written prescription and copayment with your registration form.

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For new prescriptions, please allow 10 to 14 days to receive your covered maintenance medications through PrimeMail. Once your prescription is on file at PrimeMail, please allow five to eight days to receive refills of your covered medications.

You can check the status of your order and order prescription refills by logging into your account at [blueshieldca.com](https://blueshieldca.com), selecting Pharmacy, and then clicking on myprimemail.com under the mail-service pharmacy section, or by calling PrimeMail directly at 866.346.7200. If you use TTY equipment, please call 866.346.7197.

PrimeMail® is a registered trademark of Prime Therapeutics LLC.

Prime Therapeutics LLC is an independent company that provides prescription drug mail service on behalf of Blue Shield.

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