

Patty's Points

April 5, 2017



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Dear Patty:

Q: What is the name of the Florida Blue Pharmacy Mail Order Service?

A: PrimeMail..

Q: What is PrimeMail?

A:

- PrimeMail is a prescription mail service that provides an easy way to save time and money when filling long term prescriptions
- PrimeMail operates state of the art facilities in Texas and New Mexico
- PrimeMail is staffed by top pharmacists ensuring prescription accuracy
- Access to PrimeMail is 24/7 via mail, phone or online
- PrimeMail's service makes it easy for members to transfer prescriptions.

Q: How do I get started?

A: You can order your new prescriptions through the mail, online or by phone.

Through the Mail:

- Ask your doctor for a 90 day supply of each of your maintenance medications
- Ask your doctor for a 30 day supply to fill at a retail pharmacy, if you need an immediate refill.
- Complete the PrimeMail Order Form. [Click here](#) for a copy of the form.

- Mail your prescription, completed order form and payment to PrimeMail. The address is: PrimeMail, P.O. Box 660319, Dallas, TX 75266-0139.
- Expect your medications in 5 to 10 business days after PrimeMail receives your order.

Online:

- Log in to your member portal through www.floridablue.com (If you have not registered, click on New Member Registration and follow the instructions.)
- Click on My Plan
- Click on Pharmacy under “Additional Items”
- Click on MyPrime.com Link under “Helpful Links”
- Fill out the PrimeMail Order form for members and mail it with your prescriptions. OR Have your prescriber complete page 2 of the Physician Fax Form after you complete page 1. Then the **prescriber must fax it to 1-877-774-6360 or mail it from their office.** *IMPORTANT: Orders not faxed or mailed from a licensed prescriber’s office will NOT be processed.*
- Expect your medications in 5 to 10 business days after PrimeMail receives approval from your prescriber.

Phone:

- Your prescriber may call in the prescription(s) by contacting PrimeMail at 1-877-307-7463.

Q: May I contact PrimeMail directly?

A: Yes, PrimeMail can be reached 24 hours a day, 7 days a week. You may call 1-888-849-7865 OR 1-877-357-7463.

Q: Is there a cost to ship my medications?

A: There is free shipping for standard mail service. Expedited shipping is available at additional cost. Note” Overnight delivery cannot be sent to a P.O. Box.

Q: How do I refill my order?

A: Refills are shown on each prescription label. Medications are not automatically refilled. PrimeMail can remind you when a refill is due. You have three options:

1. You may login to your member portal through www.floridablue.com and access the MyPrime.com site to refill a prescription or renew an expired prescription.
2. You may call the automated PrimeMail refill system at 1-877-357-7463
3. You may complete and mail in the prescription refill form sent with your order.