

Plan effective date: July 28, 2012

Your Blue Shield Rx Benefits

Even if your Blue Shield member ID card hasn't arrived yet, effective July 28, 2012, you have access to pharmacy benefits with Blue Shield.

If your prescription is filled on or after your Blue Shield coverage effective date, you can follow these instructions to receive Rx benefits:

- Inform your pharmacy that you now have pharmacy benefits through Blue Shield.
- Check to see if your prescription drug is on our formulary. Just go to the *Pharmacy* section at blueshieldca.com, and click on *Drug Database & Formulary*. If your drug is not on our formulary, talk to your doctor about an alternative.
- Take your prescription to a network pharmacy. To find a network pharmacy nearby, go to the *Pharmacy* section at blueshieldca.com, and click on *Find a Pharmacy*.
- The mail order prescription program is no longer mandatory. If you are currently on this program and would like to switch to regular retail, ask your provider to phone in your prescription or prescribe electronically to a network pharmacy. You can also take a (new) written prescription to your local network pharmacy.

If you would like to continue using a mail order prescription program, Blue Shield offers PrimeMail.[®] To make this transition easier, your refillable prescriptions have been automatically transferred from your previous mail service pharmacy to PrimeMail.

Ask your doctor to send a new prescription to PrimeMail for any controlled substances, compounded medications, or prescriptions with no remaining refills, as these will not be transferred. Your doctor can submit a new prescription to PrimeMail electronically, by phone, by fax, or by mail.

To start using PrimeMail, you must first register online, by phone, or by mail.

To register online – Log into [blueshieldca.com](https://www.blueshieldca.com), select *Pharmacy*, and click on the *MyPrimeMail.com* link in the *Mail-Service Pharmacy* section. Go to the *My Account* page in the upper right corner of the page to enter your contact information.

To register by phone – Call PrimeMail at (866) 346-7200 or TTY/TTD (866) 346-7197. A representative can mail a new prescription order form to you or complete registration for you during the call.

To register by mail – Complete the PrimeMail order form which can be found by logging into [blueshieldca.com](https://www.blueshieldca.com) and selecting *Pharmacy*, then choosing *MyPrimeMail.com* in the *Mail-Service Pharmacy* section and clicking on *Order New*. You can complete the form online and then print it, or print out a blank form and complete it by hand. Mail the completed form to:

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

Once you've registered, you can order prescription refills or check the status of your order by logging into your account at [blueshieldca.com](https://www.blueshieldca.com), selecting *Pharmacy*, and then clicking on *MyPrimeMail.com* under the *Mail-Service Pharmacy* section. Or, you can call PrimeMail at (866) 346-7200 or TTY/TTD (866) 346-7197.

Please allow 10 to 14 days for delivery of your prescriptions to your home or office. Standard delivery is free of charge.

If you have any questions about your mail service prescriptions, PrimeMail's specially trained service representatives and on-site pharmacists are available 24 hours a day, seven days a week, at the telephone numbers listed above.

If you have yet to receive your member ID card in the mail and need it right away, call customer service at (800) 642-6155. Let the representative know you do not have a member ID card and would like your Blue Shield Subscriber/Member ID number. You will be given your Subscriber/Member ID number (including the alpha prefix) and group number. Go to [blueshieldca.com](https://www.blueshieldca.com), register or log in, and click on *My Health Plan*. Select *Print Blue Shield ID Cards (temporary)*, and follow the instructions. You can print a temporary card at any time.

For any Rx benefit questions or to request prior authorization, contact your dedicated Blue Shield Member Services team at **(800) 642-6155** or TTY **(866) 216-9926**. For more information, visit the County of San Bernardino Employee Benefits and Services Division (EBSB) website at www.mybenefitsatwork.com or www.sbcounty.gov/hr/Default.aspx.

Welcome to Blue Shield! We're here to help.