

June 16, 2017

Mail Order Member Communications for Prime Therapeutics® and Walgreens® Combined Specialty Pharmacy and Mail Order Services Company

As previously announced, Prime Therapeutics and Walgreens have formed a combined specialty pharmacy and mail services company, as part of their strategic alliance. Teams are actively working to unite mail services and central specialty pharmacy operations as part of this alliance.

The next phase for Blue Cross and Blue Shield of Illinois (BCBSIL) members is to integrate mail order services to the PrimeMail by Walgreens Mail Service home delivery program. Starting **July 1, 2017**, all Illinois group and retail member non-specialty drug mail order prescriptions will be filled by the Walgreens Mail Service pharmacy.

Members with a current non-specialty drug mail order prescription will not have to do anything until it is time to refill their prescription on or after July 1, 2017.

Once it is time to refill their mail order prescription, members will need to:

1. Refill their prescriptions with Walgreens Mail Service. Members can either call the same mail service phone number they do today or refill their prescriptions online.
2. To refill online, members have one of three options:
 - **Sign in to MyPrime.com**, either directly or through their [Blue Access for MembersSM \(BAMSM\)](#) account, and select *PrimeMail by Walgreens Mail Service* to opt in to be redirected to the Walgreens.com/PrimeMail site. First-time users will be prompted to sign in (if they have a current Walgreens.com account) or create a new account to have their profile data populate on the new site. **Note:** After creating a new account or syncing their current Walgreens.com account to mail services, the member will no longer be required to complete this separate log-in step when linking from MyPrime.com.
 - **Visit Walgreens.com/PrimeMail** and select “register now” to sign up for mail service.
 - If members have a current Walgreens.com account, they can sign in to their account and add their health plan insurance information to register for the mail service.
3. As part of the process to transfer their profile information from PrimeMail to the PrimeMail by Walgreens Mail Service home delivery program, members will be asked to verify their identity and validate their allergies and health conditions.
4. Once matched and fully registered on the Walgreens website, the member's active prescription(s) will be listed and available for selection to fill. Members will need to provide payment information at checkout. **Please note:** To maintain the privacy and security of members' financial information during this transition, member payment information will not be transferred from PrimeMail. Once members confirm their profile information and provide payment information to remain on file, they will not need to supply it again.
5. After the first refill is sent on or after July 1, 2017, members may be able to register for an auto-refill, depending on their benefit plan and the medication.
6. Instructions will be provided on member communications for where the member's physician should send any new mail order prescriptions submitted on or after July 1, 2017.

Members may also experience minor changes in their medication shipments because of this mail order integration, such as:

- Walgreens Mail Service name/logo on pill bottles, invoices and other pharmacy benefit communications.

- Some generic medications may be from a different supplier and may not look the same. These medications are approved by the U.S. Food and Drug Administration and the active ingredients did not change. [Buckslips](#) are being included in any shipment where this manufacturer change has occurred.

Beginning about two weeks prior to the mail order integration date, members will receive the following awareness communications addressing these changes:

- [Buckslips](#) will be inserted in prescription packaging to alert members there will be a change to their mail order provider.
- [Letters](#) will be sent to members with refill reminders (from the past 12 months) or members with no refill left (from the past six months) alerting members of the mail order provider change and where members should have their physician send new prescriptions to be filled on or after the effective date. **Please Note: Letters to impacted BCBSIL members will be sent in two waves this week, splitting the mailing list.**
- About one week prior to integration, members with an email address on file with PrimeMail will be sent an email with the same information as in the member letter.
- On the integration date, [MyPrime.com](#) will be updated to reflect that PrimeMail by Walgreens Mail Service is the new mail order program and include single sign-on links over to the new site.
- Prescriptions shipped on or after the integration date will also include the buckslip as a reminder of the new mail order provider, Walgreens Mail Service.
- On or after the integration date, depending on the member's preferred communication method for refill reminders, refill calls or emails will include a reminder of the new mail order provider and what the member needs to do when they refill their prescription.

Full integration of all mail service and specialty pharmacy services is expected to be completed by early 2018. More information about the new combined company will be shared in future issues of this newsletter as it becomes available.

Review these [FAQs](#) for more information.

This information applies to members and groups with prescription drug benefits administered through Blue Cross and Blue Shield of Illinois (BCBSIL).

Prime Therapeutics LLC (Prime) is a pharmacy benefit management company. Prime (PrimeMail) has contracted with Walgreens Mail Service, a company independent from Prime and BCBSIL, to provide mail pharmacy services. BCBSIL contracts with Prime Therapeutics to provide pharmacy benefit management and other related services. In addition, contracting pharmacies are contracted through Prime. The relationship between BCBSIL and contracting pharmacies is that of independent contractors. BCBSIL, as well as several independent Blue Cross and Blue Shield Plans, has an ownership interest in Prime Therapeutics.

Prime has entered into an agreement with Walgreens, an independently contracted pharmacy, to form a combined specialty pharmacy and mail order services company, owned by Prime and Walgreens.

[bcbsil.com](#)

A Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association

© Copyright 2017 Health Care Service Corporation. All Rights Reserved.