



# A home-delivery pharmacy service you can trust.



PrimeMail® by Walgreens Mail Service delivers your long-term (or maintenance) medicines right where you want them. No driving to the pharmacy. No waiting in line for your prescriptions to be filled.

## Savings

- Walgreens Mail Service delivers up to a 90-day supply of long-term medicines. This may reduce what you pay out of pocket, and includes free standard shipping.

## Convenience

- Prescriptions are delivered to the address of your choice, within the U.S.
- You can order from the comfort of your home — either online or over the phone. Your doctor can fax or send your prescription electronically to Walgreens Mail Service.
- You can receive up to a 90-day supply of long-term medicine at a time.
- You can ask for refills online or over the phone.
- Plain-labeled packaging protects your privacy.

## Service

- You can receive notification by email, by phone or through the mail — your choice — when your prescription is received and when your orders are shipped. To select your notification preference, register online at [Walgreens.com/PrimeMail](https://www.walgreens.com/PrimeMail) or call **877-357-7463**.
- Member service agents are available 24/7.
- Licensed, U.S.-based pharmacists are available seven days a week.
- Choose to receive refill reminder notifications by phone or email.
- Standard delivery is included at no additional cost.
- Walgreens Mail Service pharmacies are located in the U.S.

Walgreens Mail Service will notify you when your prescription is received, when it ships and when it is due for a refill.

# Getting Started with PrimeMail by Walgreens Mail Service

## Online and Mobile

Visit [Walgreens.com/PrimeMail](https://www.walgreens.com/PrimeMail) to fill or refill a prescription. Sign in if you have a current Walgreens account. Click “register now” to create an account, and follow the directions.

## Over the Phone

Call **877-357-7463**, 24/7, to refill, transfer a current prescription or get started with home delivery. Please have your member ID card, prescription information and your doctor’s contact information ready.

## Through the Mail

To send a prescription order through the mail, visit [bcbsil.com](https://www.bcbsil.com) and log in to Blue Access for Members<sup>SM</sup> (BAM<sup>SM</sup>). Complete the mail order form. Mail your prescription, completed order form and payment to Walgreens Mail Service.

## Talk to Your Doctor

Ask your doctor for a prescription for a 90-day supply of each of your long-term medicines. You can ask your doctor to send your prescription electronically to Walgreens Mail Service or fax a prescription request to **800-332-9581**. If you need to start your medicine right away, request a prescription for up to a one-month supply you can fill at a local retail pharmacy.

## Refills Are Easy

Refill dates are shown on each prescription label. You can choose to have Walgreens Mail Service remind you by phone or email when a refill is due. Choose the reminder option that best suits you.

## Questions?

Visit [bcbsil.com](https://www.bcbsil.com). Or call the Pharmacy Program number on the back of your member ID card.

Medicines may take up to 10 days to deliver after Walgreens Mail Service receives and verifies your order.



Walgreens Mail Service is a pharmacy that is contracted to provide mail pharmacy services to members of Blue Cross and Blue Shield of Illinois (BCBSIL).

Prime Therapeutics LLC is a pharmacy benefit management company, contracted by BCBSIL to provide pharmacy benefit management and related other services. BCBSIL, as well as several independent Blue Cross and Blue Shield Plans, has an ownership interest in Prime Therapeutics LLC.