



**BlueCross BlueShield
of Illinois**

Important News from Blue Cross and Blue Shield of Illinois

Prime Therapeutics, Home Delivery Service Implementation Date is Changing to November 1, 2004

Back in June 2004, we provided you information about Prime Therapeutics, our new national Pharmacy Benefit Manager (PBM). **The implementation date for Prime Therapeutics' home delivery service, PrimeMail, has been postponed, one month, to November 1, 2004.** The full implementation date for retail pharmacy benefits will remain January 1, 2005.

Prescriptions Refill Process is Now Easier

Previously we had communicated that members would need to obtain new prescriptions, even if there are refills remaining. This has now changed.

- Members do not need a new prescription for existing prescriptions with remaining refills as the information will be transferred to PrimeMail.
- However, members will need to obtain new prescriptions for compounds and controlled substances.

This information will be mailed to members with home delivery benefits on September 10, 2004. The mailing will include a letter, brochure, order form and business reply envelope.

If you have any questions, please contact your Marketing Consultant or your General Agent.



Direct Markets Name has changed to Consumer Markets

We changed our name to more accurately reflect the markets we serve: Individual and Family, Children and Over 65. Look for an exciting announcement in the near future concerning new products and incentives.

Blue Cross and Blue Shield of Illinois - Consumer Markets