



# Using the Mail Service Prescription Drug Benefit Program

Many people rely on prescription medications to stay healthy and productive. But frequent trips to the pharmacy can be costly and inconvenient. Fortunately, as a member of Blue Cross and Blue Shield of Illinois you have a mail service prescription drug benefit available for you and your dependents to use to purchase maintenance medications.

Maintenance medications are those prescription drugs you take on a regular or long-term basis to treat chronic conditions such as high cholesterol, high blood pressure or diabetes. The Mail Service Prescription Drug Benefit Program allows you to have a 90-day supply of these medications delivered directly to you through PrimeMail.

## Placing Your Mail Service Order

To begin using the mail service benefit, follow these steps:

- 1. Ask your doctor for a new prescription for mail service (90-day supply) for each maintenance medication you take.** Ask your doctor to write your prescription for a 90-day supply with three refills.
- 2. If you need the medication right away, ask for a second prescription to use at a retail pharmacy (up to a 34-day supply).** It will take about 14 days to receive your new prescription from PrimeMail. If you do not have an adequate supply, fill the 34-day prescription at a retail pharmacy. To avoid filling your 90-day prescription too soon, wait two weeks after purchasing your 34-day prescription before submitting your mail service prescription.
- 3. Complete a registration and order form.** Go to [www.bcbsil.com/statefarm](http://www.bcbsil.com/statefarm) and log on to Blue Access<sup>®</sup> for Members to download and print a registration and order form. You will need to have a completed registration and order form (or preregistration – see below) on file before your prescription can be filled. Complete the information for all covered family members. You will only need to do this once.
- 4. Submit your mail service order, including:**
  - Your completed registration and order form
  - Your original, physician-signed 90-day prescription with three refills
  - The appropriate payment amount based on your benefit plan
- 5. If you'd prefer to have your doctor fax your prescription, you'll first need to preregister with PrimeMail online.** Just go to [www.bcbsil.com/statefarm](http://www.bcbsil.com/statefarm) and log on to Blue Access for Members to complete your profile. Then you can download and print a Physician Fax Form and give it to your doctor to complete and submit with your prescription.



**BlueCross BlueShield  
of Illinois**

## Refills by Phone or Online

Just remember to refill your prescription at least two weeks before you will run out of medication. You can order refills by:

- **Phone:** Call the automated refill line at (877) 357-7463 and follow the prompts. Be sure to have your prescription number and credit card information available.
- **Online:** Go to [www.bcbsil.com/statefarm](http://www.bcbsil.com/statefarm) and log on to Blue Access for Members. Click on “Rx Drugs” in the “My Coverage” box. Then click on “Prime Therapeutics” in the Prescription Drug Benefits & Services box. Under the Prime Mail link on the menu bar select “Refill an order.”
- **Mail:** Complete the prescription section of a registration and order form, being sure to include the prescription number, and mail. A registration and order form is included with each mail service order, as well as available to download and print from Blue Access for Members.

## Pharmacy Information Online

You have access to a convenient, easy-to-use online pharmacy benefit resource. Just go to [www.bcbsil.com/statefarm](http://www.bcbsil.com/statefarm), log on to Blue Access for Members, click on “Rx Drugs,” then click on “Prime Therapeutics.” Using the menu bar or the list of links below you can:

- Order mail service refills
- Locate retail pharmacies
- View and search the formulary
- Check prescription drug costs based on your benefit plan
- View your prescription claim history
- Print mail service forms and claim forms
- ...and more

If you have questions about your pharmacy benefits, you can call customer service at (888) 652-4013, weekdays from 7:00 a.m. to 11:00 p.m. and from 7:30 a.m. to 8:00 p.m. on weekends (Central time).

## The Mail Service

### Prescription Drug Benefit Program

lets you have maintenance medications  
**delivered directly to you.**

[www.bcbsil.com/statefarm](http://www.bcbsil.com/statefarm)