Making the transition work for members

There are two distinct phases to the transition from Medco to Prime: Before April 1 and After April 1. But throughout the transition, there will be no interruption of members’ pharmacy benefit coverage.

BEFORE APRIL 1

Medco member notifications and BCBSNC response
Recently, Medco began sending notifications to members enrolled in Medco’s “Worry-free Fills” service, stating that they will not be covered by Medco for their next refill; these notifications were sent with the members’ 90-day refill shipments. To help members better understand Medco’s message, BCBSNC created a special voice prompt for those calling BCBSNC customer service. The prompt explains Medco’s message and how it applies to members.

Welcome packets for mail-service members
Toward the end of February, members currently using Medco’s mail service will receive a PrimeMail welcome packet that includes: a welcome letter, instructions on how to continue receiving their prescriptions in the mail, a prescription order form, and a prepaid return envelope. Members can also find all the information they’ll need at MyPrimeMail.com; however, the website will not be available for member account use until April 1.

Automatic transfer of existing mail-service prescriptions
For members who currently use Medco for mail-service prescriptions and have a prescription with refills remaining on or after April 1, existing prescriptions and associated preauthorizations (excluding prescriptions for controlled substances or compound drugs) will automatically be transferred to PrimeMail. Note that federal law prohibits transferring prescriptions for controlled substances, and PrimeMail requires a new prescription due to the complex ingredients required to complete compound drugs. PrimeMail will contact all members with refills remaining on these types of prescriptions to help members get replacement prescriptions from their provider.

Pre-registering for Prime account setup
Starting March 17, members can call PrimeMail at 1-888-274-5180 to set up their account information. If members call Prime before March 17, they will be able to access only general information about Prime. If the member calls on or after March 17, Prime will be ready to assist them with setting up account information, although no new or existing prescriptions can be filled prior to April 1 through PrimeMail.

Transferring existing credit card information
Credit card information for existing prescriptions will not be transferred to Prime without the member’s authorization. Beginning March 17, members can provide credit card authorization by phone, by calling PrimeMail at 1-888-274-5180 to speak with a customer service agent to update their account information. Beginning April 1, payment method information can be entered at MyPrimeMail.com. PrimeMail accepts MasterCard, Visa, Discover and American Express. Members can also pay for mail-service prescriptions by sending a check or money order through the mail.

Refilling existing prescriptions before April 1
Members using Medco’s mail service will continue to request refills via Medco through March 31, 2012. Beginning April 1, members will request refills via PrimeMail. See “How to order refills through PrimeMail” for more information.

Questions about existing mail-service prescriptions and refills
From now through March 31, members should continue to call Medco for pharmacist counseling, refill transactions, order status, and price quotes. Beginning March 1, PrimeMail customer service agents will be available to answer general inquiries from BCBSNC members. If members call for any new prescriptions or refills before April 1, they will be directed to call Medco.

Setting up PrimeMail accounts
Beginning March 17, members can call PrimeMail at 1-888-274-5180 to set up their account with information, including their preferred payment method, allergies and health conditions, etc. Note that the Prime website (MyPrimeMail.com) will be available April 1 to set up account information.
**AFTER APRIL 1**

How to order refills through PrimeMail

If members have refills remaining on their current mail-service prescription with Medco, they can still use the Medco prescription number to order their first refill with PrimeMail, online or by phone. For all other refills with PrimeMail, members can easily order online or by phone.

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<th>Online</th>
<th>By phone</th>
<th>By fax</th>
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<td>• Members visit MyPrimeMail.com and click the Refill link to log in.</td>
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<tr>
<td>• There, they can create or modify their profile and order refills. Complete and submit PrimeMail Order Form.</td>
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<td>Members call PrimeMail at 1-888-274-5180 (TTY users can dial 711), 24 hours a day, seven days a week.</td>
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<td>Only providers can fax new prescription orders to 1-877-774-6360, using the PrimeMail Physician fax order form found online at MyPrimeMail.com. Members cannot fax new prescription orders.</td>
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How to order prescriptions and refills at a retail pharmacy

For prescriptions at retail pharmacies, members can present their prescription to the participating retail pharmacy of their choice. However, a small number of pharmacies have not yet joined the Prime network. Prime is conducting an engagement program, including phone calls and faxes, with these pharmacies to encourage them to join. BCBSNC already has contacted those pharmacies by mail to encourage them to join.

Transferring existing prescriptions and credit card information

Any existing Medco mail-service prescriptions remaining after April 1, including associated preauthorizations, will be transferred automatically to PrimeMail (excluding prescriptions for controlled substances and compound drugs). If prescriptions were not transferred, members can call PrimeMail at 1-888-274-5180. Beginning April 1, members will simply register at MyPrimeMail.com to manage existing prescriptions. See "How to register with PrimeMail" for more information.

While prescriptions will automatically be transferred to PrimeMail, members will need to contact Prime to provide payment method preferences, as this information will not be provided to Prime without member authorization. Members can call PrimeMail at 1-888-274-5180 to speak with a Prime customer service agent to update account information. Or, beginning April 1, payment method preferences can be entered online at MyPrimeMail.com. PrimeMail accepts MasterCard, Visa, Discover and American Express.

How to register with PrimeMail

Beginning April 1, members can visit MyPrimeMail.com to register and set up their account with information about refill reminders, preferred payment method, allergies, health conditions or other special circumstances, etc. Members can also call PrimeMail at 1-888-274-5180 to set up an account.

Once they register, they can also check to see if their existing prescriptions were automatically transferred. If prescriptions were not transferred, members can call PrimeMail at 1-888-274-5180.

<table>
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<td>• Members visit MyPrimeMail.com</td>
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<td>• To register, members need the last nine characters of their BCBSNC Member ID (e.g., W12345678).</td>
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How to order new prescriptions through PrimeMail

Beginning April 1, members who have a new prescription, or who have a current medication (such as a controlled or compound drug) that requires a new prescription from their provider, can fill the new prescription online, by mail, or by phone. Providers have the option to fax prescriptions as well. New prescriptions are delivered in five to 10 business days. And once the new prescription is processed, ordering refills is easy. Refills can be delivered in three to five business days.

Online

- Members visit MyPrimeMail.com and click the Order New link.
- Complete and submit the PrimeMail Order Form.

By mail

- Complete an order form. (The order forms will be mailed to members and are always available online.)
- Members should ask their provider to write a new prescription for the medication.
- Members will mail the completed form, prescription and payment (if using check or money order) to: PrimeMail, PO Box 650041, Dallas, TX 75265-0041

By phone

- Members can call PrimeMail at 1-888-274-5180 (TTY users can dial 711) — 24 hours a day, seven days a week — to speak with a PrimeMail customer service agent. Members can ask PrimeMail to contact their provider for a new prescription or to assist them in transitioning a retail pharmacy prescription to mail service.

By fax

- Only providers can fax new prescription orders to 1-877-774-6360, using the PrimeMail Physician Fax Order Form found online at MyPrimeMail.com. Members cannot fax new prescription orders.

Providing credit card information to PrimeMail

Credit card information for existing prescriptions will not be transferred to Prime without authorization. Beginning April 1, payment method information can be entered through MyPrimeMail.com. PrimeMail accepts MasterCard, Visa, Discover and American Express.

Members can also pay for mail-service prescriptions by sending a check or money order through the mail.

Questions about prescriptions beginning April 1

Please note that BCBSNC representatives are also available to address issues during BCBSNC’s business hours, Monday – Friday, 8 a.m. to 9 p.m., EST. Members should call the number on the back of their ID card.

For any questions about their mail-service prescriptions, members can call PrimeMail 24 hours a day, seven days a week at 1-888-274-5180.

Claims processing and eligibility data

- BCBSNC will send updated member data to Prime on a nightly basis.
- If a member is at the pharmacy on April 1 and his/her claim will not process, the member can call the number on their ID card for assistance, or the pharmacy can call the Prime Pharmacy help desk at 1-888-274-5186 for assistance. If Prime is unable to verify member eligibility, then Prime will transfer the caller to BCBSNC’s Customer Service, where representatives can efficiently resolve the issue.
- BCBSNC customer service representatives have access to update member eligibility information using Prime’s systems, and they can make these updates on demand, as appropriate. For example, if a pharmacy tells a member that he/she does not have BCBSNC drug coverage, a BCBSNC representative can check that member’s eligibility and add him/her to the pharmacy system immediately. This will allow the member to immediately receive the prescription at the applicable copayment amount or discounted cost.
- BCBSNC representatives are available to address claims and eligibility issues during BCBSNC’s business hours, Monday – Friday, 8 a.m. to 9 p.m., EST.