Prime Therapeutics®, our pharmacy benefits manager, is now using Walgreens Mail Service to fill mail order prescriptions while delivering great service, convenience and affordable medicine to you. The PrimeMail® by Walgreens Mail Service, available to Blue Cross and Blue Shield of North Carolina (Blue Cross NC) members, delivers your maintenance or long-term medicines to you anywhere within the United States. No driving to the drug store. No waiting in line for your prescriptions to be filled.

**Getting started is easy**

Order your prescriptions online or through the mail. Choose the option you like best!

**Online**
- Visit [BlueConnectNC.com](http://BlueConnectNC.com) to use your existing Blue Cross NC login – or go directly to [MyPrime.com](http://MyPrime.com)
- Transfer your prescriptions from a retail pharmacy to home delivery
  - Fill out the online form and PrimeMail will take care of the rest
  - Be sure to have your Blue Cross NC member ID handy, because you’ll be prompted to enter your ID number

**Through the mail**
- Talk to your doctor
  - Ask for a prescription for a 30-day supply to fill at a retail pharmacy for immediate use if needed
  - Ask for a prescription for a 90-day supply of each of your maintenance medications
- Complete the PrimeMail order form
  - Find PrimeMail forms by going to [BlueConnectNC.com](http://BlueConnectNC.com) or [MyPrime.com](http://MyPrime.com), or call PrimeMail at 1-888-274-5180
  - Mail your prescription, completed order form and payment to PrimeMail

**Convenience**
- Prescriptions delivered to the address of your choice within the United States
- Medicines ordered your way – online, over the phone or through the mail
- Up to a 90-day supply of medicine for each order
- Plain-labeled packaging protects your privacy

**Service**
- Notification through email or over the phone – your choice – when your order is received and when your prescriptions are sent
- Member-service agents available 24/7
- Licensed, U.S.-based pharmacists available seven days a week
- Refill reminder notifications
- Standard delivery at no additional cost

**To learn more**

Visit [BlueConnectNC.com](http://BlueConnectNC.com) to use your existing Blue Cross NC login – or go directly to [MyPrime.com](http://MyPrime.com).
Refills are easy

Refill dates are shown on each prescription label, and PrimeMail will remind you when a refill is due. You have several options to order prescription refills. Choose the option that best suits you.

Online
+ Visit BlueConnectNC.com to use your existing Blue Cross NC login – or go directly to MyPrime.com

Over the phone
+ Call PrimeMail at 1-888-274-5180 (TTY users can dial 711) – 24 hours a day, seven days a week

Through the mail
+ Complete and mail in the prescription refill form sent with your order
  • Send mail requests to:
    Walgreens Mail Service
    P.O. Box 29061
    Phoenix, AZ 85038-9061

When to expect your medications

Expect your medications in five to eight business days on a new prescription, and three to five business days on refills after PrimeMail receives approval from your prescriber.

To learn more

Visit BlueConnectNC.com to use your existing Blue Cross NC login – or go directly to MyPrime.com.
NON-DISCRIMINATION AND ACCESSIBILITY NOTICE

Blue Cross and Blue Shield of North Carolina (Blue Cross NC) provides:

+ Free aids and services to people with disabilities to communicate effectively with us, such as: qualified interpreters and/or written information in other formats (large print, audio, accessible electronic formats, other formats.)

+ Free language services to people whose primary language is not English, such as: qualified interpreters and/or information written in other languages

If you need these services, contact:

Customer Service
Call: 1-888-206-4697, 1-800-442-7028 (TTY and TDD)

If you believe that Blue Cross NC has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with:

Blue Cross NC, P.O. Box 2291, Durham, NC 27702
Attention: Civil Rights Coordinator-Privacy, Ethics & Corporate Policy Office
Call: 919-765-1663, 1-888-291-1783 (TTY)
Fax: 919-287-5613
E-mail: civilrightscoordinator@bcbsnc.com

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, the Civil Rights Coordinator-Privacy, Ethics & Corporate Policy Office is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at:

Online: https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf
Mail: U.S. Department of Health & Human Services
200 Independence Avenue, SW Room 509F
HHH Building Washington, D.C. 20201
Call: 1-800-368-1019, 1-800-537-7697 (TDD)

Complaint forms are available online at:
http://www.hhs.gov/civil-rights/filing-a-complaint/index.html

This notice and/or attachments may have important information about your application or coverage through Blue Cross NC. Look for key dates. You may need to take action by certain deadlines to keep your health coverage or help with costs. You have the right to get this information and help in your language at no cost. Call Customer Service: 1-888-206-4697.

Discrimination is Against the Law
Blue Cross NC complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

Blue Cross NC does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.
ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call 1-888-206-4697 (TTY: 1-800-442-7028).


注意：如果您講廣東話或普通話，您可以免費獲得語言援助服務。請致電 1-888-206-4697 (TTY:1-800-442-7028)。


注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-888-206-4697 (TTY: 1-800-442-7028) まで、お電話にてご連絡ください。