

Welcome to Prime Therapeutics

Prime Therapeutics (Prime) is your pharmacy benefit manager. We want you to have the best and simplest experience, and we're focused on getting you the meds you need when and how you need them.

Please show your member ID card and prescription at any network pharmacy to get your drugs. We offer a large network of major chains, regional pharmacies and independent stores. Visit our website at **PrimeTherapeutics.com/Member/Documents** to view a list of network pharmacies.

Reaching Prime

If you or your provider have questions about your pharmacy benefits, please call the customer service number on your member ID card (TTY: 711). We are open 24 hours a day, 7 days a week. You can also visit our website at **PrimeTherapeutics.com** to learn more about us.

In the event you need a quick refill or if a natural disaster occurs, please contact customer service. We can work with a local pharmacy to help you with an urgent request.

Making the most of your benefits

The choices you make play a key role in how well your pharmacy benefits work. Here are a few helpful tips:

- **Ask for generics:** When generic drugs are a choice, they can help you save money. Generic drugs often cost less and work as well as brand-name drugs.
- **Take your drugs as directed:** Taking drugs as prescribed is one of the best things you can do to stay healthy and avoid medical problems. Missing doses, stopping drugs early or swapping drugs with other people can lead to problems that can impact your health.
- **Get over-the-counter (OTC) products:** Some drugs that used to be offered only by prescription (e.g., Claritin, Prilosec and Zyrtec) are now offered OTC. Ask your doctor if an OTC drug is right for you.



Using Prime's handy member portal

Visit our secure member portal at **PrimeTherapeutics.com/Member** to get helpful tools and info, like:

- Real-time prescription updates
- Prescription refill alerts
- Severe drug-drug interaction alerts
- Drug facts
- Tools to manage costs
- Pharmacy claims records

Checking the drug list

Your prescription drug benefit includes a drug list that helps you get safe, high-quality prescription drugs at the best price possible. Think about asking your provider to prescribe you generic or preferred products. You are using the **Accord™** drug list.

Visit **PrimeTherapeutics.com/Member/Documents** to view drug lists. With our drug list search tool, you can:

- Look up a drug
- Find out which tier the drug is on
- Learn about rules and coverage limits (see right column)

If you need more help, please contact customer service.

Coverage limits and other restrictions

A team of doctors and pharmacists built and maintains the drug list. Some products may have limits based on your plan setup.

- **Prior authorization:** Certain products require prior authorization, which means your provider will need to submit a request that must be approved before the product is covered.
- **Quantity limits:** Some products have a limit on the amount that is covered, often shown as a maximum quantity that can be dispensed over a certain amount of time.
- **Step therapy:** In some cases, you may need to try one or more products to treat your condition before you move to this product.

To find out if a drug is subject to these rules or limits, review the drug list on **PrimeTherapeutics.com/Member/Documents** or call the pharmacy phone number on your member ID card.



Using home delivery by Prime Therapeutics Pharmacy

With home delivery, you can get up to a 90-day supply of many of the drugs you may take every day at a lower price. To get started, ask your provider to write two prescriptions: one for a 30-day supply to fill right away at your local pharmacy, and one for a 90-day supply with refills, to start your home delivery service. Then, choose one of the options below:

- Ask your provider to **ePrescribe** to Prime Therapeutics Pharmacy LLC (Home Delivery, Orlando).
- Ask your provider to **fax** your prescription to **888.282.1349**. Faxed orders need to come from a doctor's office and include patient info and diagnosis.
- **Mail** us your 90-day prescription and home delivery order form with payment to Prime Therapeutics Pharmacy, P.O. Box 620968, Orlando, FL 32862. Visit **PrimeTherapeutics.com/PatientForms** to find home delivery order forms.

