

Refills

Refills are even easier

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



Online

Visit **www.MyPrime.com** to refill a prescription or renew an expired prescription



Over the phone

Call the automated PrimeMail refill system at **877.277.7895** (TTY Users **711**) 24 hours a day, seven days a week



Through the mail

Fill out and mail in the prescription refill form sent with your order

Questions?

To learn more about PrimeMail, visit our easy-to-use website at: **www.MyPrime.com** OR call PrimeMail at **877.277.7895** (TTY Users **711**) 24 hours a day, seven days a week

Free home delivery

Have your prescriptions delivered right to you at no extra cost.

PrimeMail, the mail-service pharmacy trusted by your health plan, provides free home delivery of your maintenance medications. No driving to the pharmacy. No waiting at the pharmacy for your prescriptions to be filled.

PrimeMail®

The mail-service pharmacy trusted by your health plan



PrimeMail delivers

→ Convenience

- Free delivery of your prescriptions to the address of your choice
- Medications ordered your way—online, over the phone or through the mail
- Up to 90-day supply of medication at one time
- Plain-labeled packaging protects your privacy

→ Service

- Notification through e-mail 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 notice

Getting started

is easy!

Option 1

Online:

- Visit www.MyPrime.com
- Move your prescriptions from a retail pharmacy to mail
 - Fill out the online form and PrimeMail will take care of the rest
 - Expect your medications in five to eight business days after PrimeMail gets approval from your prescriber

Order your prescriptions online or through the mail.

Choose the option you like best!

Option 2

Through the mail:

- Talk to your doctor
 - Ask for a prescription for a 90-day supply of each of your long-term medications
 - Ask for a prescription for a 14-day supply to fill at a retail pharmacy for immediate use if needed
- Fill out the PrimeMail order form
 - Find PrimeMail forms at www.MyPrime.com OR call PrimeMail at **877.277.7895** (TTY Users **711**) 24 hours a day, seven days a week
 - Mail your prescription, completed order form and payment to PrimeMail
 - Expect your medications in five to eight business days after PrimeMail receives your order

