

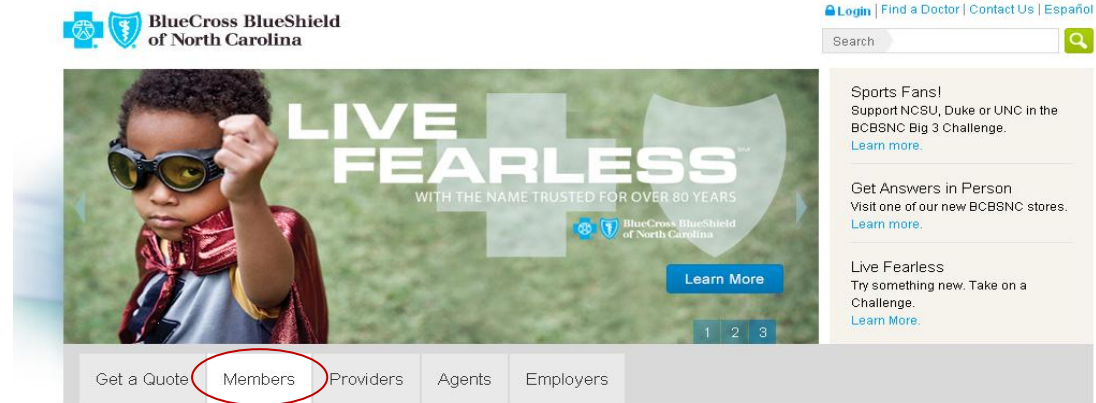
Registering for BCBSNC & PrimeMail (Maintenance Medications)

Step 1:

Visit www.bcbsnc.com/.

Step 2:

Under the 'Members' tab, click 'Register for Member Services.'
You will need your BCBSNC card to register.



Members

User ID

Password

[Log In](#) [Forgot User ID](#)
[Forgot Password](#)

[Register for Member Services](#)

If you have problems logging in, call
1-888-705-7050

Member Services

Our exclusive site for BCBSNC members that offers:

- Forms for claims and plan changes
 - Details about plan benefits
 - Access to personalized wellness programs
 - Exclusive online discounts
- Find it all at mybcbsnc.com.

Find Doctors & Facilities

Find a doctor, specialist or medical facility in North Carolina, across the United States or worldwide.

- [North Carolina/United States](#)
- [Outside the United States](#)
- [Medicare Providers in North Carolina](#)
- [Medicare Providers Outside North Carolina](#)

Find a Drug

Step 3:

- Enter your subscriber ID, including all letters and numbers.
- Then, enter your DOB and Zip code.
- Click 'Continue' to move on to the next page.
- Create your unique user ID and password.
- Choose a security question and answer.
- Click 'Continue.'

Please note: All dependents over the age of 18 will need to create their own separate profile to log into their account. They will enter the primary member's subscriber ID and their date of birth in order to register their account.

Register for Member Services

Register to use Member Services on or after your policy's Effective Date and access benefits, claims and wellness information.

- All information is required.

Already registered?
[Log in to Member Services](#)

Get Started

Are you registering yourself or your child?

- Myself A child under age 13

Members must register themselves, except members under age 13 who must be registered by a parent or guardian.

Confirm your identity

Subscriber ID Enter the letters and numbers of your Subscriber ID from your Member ID Card

Registrant's date of birth
 mm dd yyyy

ZIP code ZIP code for the mailing address on file with BCBSNC.

Members Health and Dental:		In-Network Member Responsibility:	
Subscriber Name: JOHN H DOE	01	ABC Company, Inc.	
Group No: 005555		Group No: 023456	
Subscriber ID: ABCD12345678		Rx Sin: 023456	
Jane D.	02	Date Issued: 01/01/2013	
Health Only:		Members Health and Dental:	
Mike D.	03	Coverage: 10%	
		Deductible: \$2,000	

[View other types of cards](#)

[Continue](#)

Step 4:

Once your new account is created and you are logged in, click the tab at the top of your home page labeled 'Prescriptions.'

BlueCross BlueShield of North Carolina

Search

bcbnsnc.com | Find a Doctor | Find a Drug

Home Benefits Claims Doctors & Facilities Wellness **Prescriptions** Account Information Log Out

How can we help you today?

[View Benefits](#) | [View Claims](#) | [Find a Doctor](#)

Applied to Your Deductible: \$0.00

Your Deductible: \$500

VIEW MORE

Go to Benefits to see:

- What's covered by your plan
- Estimated treatment costs
- Your Benefit Booklet
- Member discounts

Get More Plan Information

Quick Links

- Get New or Temporary ID Cards
- Find Claim Forms
- Compare Treatment Cost Estimates
- Add Member Authorization
- Provide Details of Other Coverage
- Change Your Password

Member News

- Introducing Red, White and BLUE NC^{SM1}, a new online resource to help current and former servicemen and women and their families get the best care.

To Your Health!

Due to recent changes in plans, the coinsurance and out of pocket values on this page may not be correct. To view correct values, please visit your [Claims page](#).

Focus on Wellness

Get Your Flu Shot Today

Learn how you can protect yourself and your family this flu season. There are many convenient flu vaccination locations in your area - Visit one today.

[Learn more](#)

Treatment Cost Estimates | ExperienceHSA

Step 5:

To access the link to PrimeMail's website, click the tab on the left side of the page titled 'Prescriptions by Mail.'

BlueCross BlueShield of North Carolina

Search

bcbnsnc.com | Find a Doctor | Find a Drug

Home Benefits Claims Doctors & Facilities Wellness **Prescriptions** Account Information Log Out

Prescriptions

[Overview](#)

Prescriptions by Mail

[Self-Administered and Specialty Medications](#)

[Prior Review](#)

[Cost-Saving Tips](#)

[Over-the-Counter Medications](#)

[Taking Your Medications](#)

Find a Drug

Search for current prescription drug information, including brand-name and generic medications, with the Prime Therapeutics Drug Search.

[Find a Pharmacy](#) Find a network pharmacy near you.

[Search for Prescription Drugs - Prime Therapeutics](#)

[Research Prescription Costs](#) Get prices for medications based on your specific prescription benefit.

[Download/Print the Enhanced Formulary](#)

How Your Pharmacy Benefits Work

Getting prescription medications is simple.

- Take your prescription to a [participating pharmacy](#) and present your BCBSNC ID card.
- The pharmacy will determine the cost under your plan and collect payment at the time of service.
- Claims are filed electronically. No paperwork is required.

More information about your prescription coverage is available on your member ID card, in your [Benefit Booklet](#) or by calling the customer service number on the back of your ID card.

[Prior Review](#) Find out more about drugs that require prior review or have quantity limits.

	You Pay
Generic (Tier 1)	\$4
Preferred (Tier 2)	\$20
Brand (Tier 3)	\$40
Specialty Brand (Tier 4)	N/A

[Go to Prime Therapeutics to Price a Medication](#)

Medication Safety

Step 6:

- Here you will find information about your Pharmacy benefits and ways to sign up for PrimeMail.
- To transition your prescriptions online, click the 'PrimeMail' link in the first paragraph.
- This will re-direct you to PrimeMail's website in a new internet window where you will automatically be logged into your account.

BlueCross BlueShield of North Carolina

Search [] []

bcbssc.com | Find a Doctor | Find a Drug

Home Benefits Claims Doctors & Facilities Wellness Prescriptions Account Information Log Out

Overview
Prescriptions by Mail
Self-Administered and Specialty Medications
Prior Review
Cost-Saving Tips
Over-the-Counter Medications
Taking Your Medications

Prescriptions by Mail

The Blue Cross and Blue Shield of North Carolina mail order prescription program is provided through **PrimeMail**, which offers you the convenience of receiving up to a 90-day supply of medication delivered to you with free standard shipping.

Concerned About Cost? Research prescription drug prices at [MyPrime](#).

If your member ID card has Prime Therapeutics on the back, you are eligible for this benefit.

What You Get

With PrimeMail, you get the convenience of having your long-term prescription medications delivered right to your door plus many other features.

- Free standard shipping
- Ability to order prescriptions either online, over the phone or through the mail
- Ability to check your order status online
- View your prescription history
- Member service agents available 24/7

You should continue to get your short-term prescriptions, such as antibiotics, from your local pharmacy where you may pay less if you only need a one-month supply.

Getting Started

Register with PrimeMail
To receive your medications from PrimeMail, you must first register. It's fast and easy to register with PrimeMail. There are three convenient options.

- **Online** – Register online by going to [MyPrimeMail.com](#)
- **Telephone** – Call PrimeMail at 1-888-274-5180 (TTY users 711) and a member service representative will help get you started.
- **Mail** – Complete the [refill](#) or [new prescription order form](#) and mail to

Step 7:

From the PrimeMail home page, you can begin searching for the medications you would like to add to your PrimeMail account.

BlueCross BlueShield of North Carolina

Current Health Plan: BCBS North Carolina | Enhanced Formulary (4 Tier)

MyPrime

Welcome Font Size: [A] [A] [A] Home Forms & Brochures My Account log out

Find Drugs & Pricing
Claim History
Find a Pharmacy
Go to MyPrimeMail.com

Find Drugs Formulary & Pricing Details Patient Name: []

Search By Drug Name Search By Claim History

Your search results will be returned below. Generic drugs are shown in lowercase. Brand drugs are shown in UPPERCASE. To select a drug for pricing, click the Select link. [Printable Formulary](#) is available below.

Enter drug name (3 characters or more): [] **SEARCH**

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

For information on calculating the monthly quantity for specialty drugs, see the [Guidelines for entering monthly quantities of specialty drugs.pdf](#)

Disclaimer:
Your prescription drug plan may cover both brand name drugs and generic drugs. Generic drugs have the same active-ingredient formula as a brand name drug. Generic drugs usually cost less than brand name drugs and are rated by the Food and Drug Administration (FDA) to be as safe and effective as brand name drugs. [Learn more about generic drugs.](#)

Coverage of prescription drugs and supplies listed on the drug list/formulary is subject to your benefit plan's design and coverage provisions, and may differ from that listed. Not all generic drugs are equivalent to the available brand drug. Please check with your pharmacist.

- Your prescribed Brand Drug may not be listed or listed as not on the formulary, however it still may be covered if it is not excluded by your plan. Please refer to your Policy, Benefit Booklet, Certificate of Coverage of Pharmacy Program endorsement for complete coverage details.

Step 8:

Type in the name of your first medication and click 'Search.'

The screenshot shows the MyPrime website interface. On the left is a blue navigation menu with options: 'Find Drugs & Pricing', 'Claim History', 'Find a Pharmacy', and 'Go to MyPrimeMail.com'. The main content area has a search bar with 'lisinopril' entered. A green 'SEARCH' button is circled in red. Below the search bar is an alphabet index (A-Z). The search results show 'lisinopril' and 'lisinopril-hydrochlorothiazide', with a 'Select' button circled in red next to 'lisinopril'. At the bottom, there is a disclaimer and a link to 'Guidelines for entering monthly quantities of specialty drugs.pdf'.

Step 9:

- From the results listed, choose your medication by clicking 'Select' on the right side of the page.
- Then, a box will pop up on the screen.
- Enter your dosage form/strength (mg, mcg, etc.), the package size (if applicable), and the quantity for **one month** (i.e., 1 pill per day = Monthly Quantity of 30).
- When finished, click 'Continue'.

This screenshot shows the same MyPrime website interface as Step 8, but with a modal window open for 'lisinopril'. The modal window contains the following fields: 'Dosage Form / Strength*' set to 'Tablet - 20mg', 'Package Size*' set to 'N/A', and 'Monthly Quantity*' set to '30.0'. There are 'CANCEL' and 'CONTINUE' buttons at the bottom of the modal, with 'CONTINUE' circled in red. The background search results are dimmed.

Step 10:

- The next screen will display the total cost of the medication you entered, your cost estimate and equal alternatives to the medication you currently take (if applicable).
- If you do not already take the generic version of a medication, your results will show you the cost savings of switching to a generic equivalent in the future.
- Talk to your doctor if you are interested in one of the alternatives listed.

Step 11:

- Once you have found the medication you are currently taking, click 'Transition to PrimeMail'.
- The medication will appear in a list on the left side of the page with a detailed notification message above.
- After you have read the notification message, close it and click 'New Search' at the top of the page to continue adding the rest of your medications.
- Follow steps 8-11 for each medication you want to add.

Step 12:

After you have finished adding all of your medications to the list, click 'Submit Order'.

Claim History
Find a Pharmacy
Go to MyPrimeMail.com

Common Retail Pharmacy | CHANGE PHARMACY

NEW SEARCH PRINT

Drug Name	90-Day PrimeMail	30-Day Retail
lisinopril (Generic) EDIT Tablet - 20mg Qty: 30.0	Total Cost Estimate \$14.99	\$8.65
Formulary Status: Tier 1 Coverage Status: Covered Utilization Management: None	Your Cost Estimate \$10.00	\$4.00
Already taking lisinopril? TRANSITION TO PRIMEMAIL		
Alternatives to lisinopril		
Savings	\$0.00	\$0.00
How is this calculated?	Want to switch to this drug? print this page and talk with your doctor.	
Total Cost Estimate	\$10.96	\$6.72
Your Cost Estimate	\$10.00	\$4.00
Savings	\$4.35	\$0.00
How is this calculated?	Want to switch to this drug? print this page and talk with your doctor.	

Transition to PrimeMail CLOSE

The prescription will be added to the transfer list on the left side of the screen. Multiple drugs can be searched for and added to the list during your session, but for only one patient at a time. When your list is complete, click on Submit Order to transfer your prescription(s).

Transition to PrimeMail
lisinopril | EDIT

[benazepril hcl](#)
Tablet - 20mg
Qty: 30.0
1 Tablet once a day
Formulary Status: Tier 1

Go to MyPrimeMail.com

Common Retail Pharmacy | CHANGE PHARMACY

NEW SEARCH PRINT

Drug Name	90-Day PrimeMail	30-Day Retail
SYNTHROID (Brand) EDIT Tablet - 175mcg Qty: 30.0	Total Cost Estimate \$81.22	\$32.91
Formulary Status: Tier 2 Coverage Status: Covered Utilization Management: None	Your Cost Estimate \$50.00	\$20.00
Already taking SYNTHROID? TRANSITION TO PRIMEMAIL		
Generic Equivalent to SYNTHROID		
levothyroxine sodium Tablet - 175mcg Qty: 30.0	Savings \$40.00	\$16.00
How is this calculated?	Want to switch to this drug? print this page and talk with your doctor.	
Formulary Status: Tier 1 Coverage Status: Covered Utilization Management: None	Total Cost Estimate \$41.27	\$21.18
	Your Cost Estimate \$10.00	\$4.00
Already taking levothyroxine sodium? TRANSITION TO PRIMEMAIL		

VIEW ALTERNATIVES

To **check drug interactions**, click the check drug interactions link in the Previous Searches box at left.

To **view drug information**, click on the linked drug name.

Disclaimers:
Your prescription drug plan may cover both brand name drugs and generic drugs. Generic drugs have the same active-ingredient formula as a brand name drug. Generic drugs usually cost less than brand name drugs and are rated by the Food and Drug Administration (FDA) to be as safe and effective as brand name drugs. [Learn more about generic drugs.](#)

SUBMIT ORDER

SYNTHROID | REMOVE
metformin hcl er | REMOVE
lisinopril | REMOVE

Step 13:

- Next, enter the prescriber's first and last name and phone number for each of your medications. The fax number is not required.
- If you must take a brand name medication (non-generic), check the box next to 'Dispense as written.'
- If you do not want your medications filled at this time, check the box next to 'Do NOT fill this prescription at this time.' If you choose this option, you will need to request a refill for these medications when you are ready.
- If neither of these conditions apply, it is important that you leave both boxes blank for each medication.

Go to MyPrime.com
Find Drugs & Pricing
Claim History

Drug*	Prescriber's First Name*	Prescriber's Last Name*	Prescriber's Phone*	Prescriber's Fax
lisinopril	dr	test	9109109109	<input type="text"/>
<input type="checkbox"/> Dispense as written (do NOT substitute a generic for a brand drug).				Notes To PrimeMail
<input type="checkbox"/> Do NOT fill this prescription at this time.				
metformin hcl er	dr	test	9109109109	<input type="text"/>
<input type="checkbox"/> Dispense as written (do NOT substitute a generic for a brand drug).				Notes To PrimeMail
<input type="checkbox"/> Do NOT fill this prescription at this time.				
SYNTHROID	dr	test	9109109109	<input type="text"/>
<input type="checkbox"/> Dispense as written (do NOT substitute a generic for a brand drug).				Notes To PrimeMail
<input type="checkbox"/> Do NOT fill this prescription at this time.				

ADD PRESCRIPTIONS

Allergy & Health Conditions:
To remove an Allergy or Health Condition from your profile, let us know on your next PrimeMail Order Form or call the number on the back of your card.

Allergies	Health Conditions
<input type="checkbox"/> Aspirin	<input type="checkbox"/> Arthritis
<input type="checkbox"/> Codeine	<input type="checkbox"/> Asthma
<input type="checkbox"/> Erythromycin	<input type="checkbox"/> Depression
<input type="checkbox"/> Penicillin	<input type="checkbox"/> Diabetes
<input type="checkbox"/> Sulfa	<input type="checkbox"/> Glaucoma
	<input type="checkbox"/> Heart Condition
	<input type="checkbox"/> High Cholesterol
	<input type="checkbox"/> Hypertension

CONTINUE

Step 14:

- Once you have entered all prescriber information, you may choose applicable allergies and health conditions from the options listed.
- Then, click 'Continue'.

Go to MyPrime.com
Find Drugs & Pricing
Claim History

Drug*	Prescriber's First Name*	Prescriber's Last Name*	Prescriber's Phone*	Prescriber's Fax
lisinopril	dr	test	9109109109	<input type="text"/>
<input type="checkbox"/> Dispense as written (do NOT substitute a generic for a brand drug).				Notes To PrimeMail
<input type="checkbox"/> Do NOT fill this prescription at this time.				
metformin hcl er	dr	test	9109109109	<input type="text"/>
<input type="checkbox"/> Dispense as written (do NOT substitute a generic for a brand drug).				Notes To PrimeMail
<input type="checkbox"/> Do NOT fill this prescription at this time.				
SYNTHROID	dr	test	9109109109	<input type="text"/>
<input type="checkbox"/> Dispense as written (do NOT substitute a generic for a brand drug).				Notes To PrimeMail
<input type="checkbox"/> Do NOT fill this prescription at this time.				

ADD PRESCRIPTIONS

Allergy & Health Conditions:
To remove an Allergy or Health Condition from your profile, let us know on your next PrimeMail Order Form or call the number on the back of your card.

Allergies	Health Conditions
<input type="checkbox"/> Aspirin	<input type="checkbox"/> Arthritis
<input type="checkbox"/> Codeine	<input type="checkbox"/> Asthma
<input type="checkbox"/> Erythromycin	<input type="checkbox"/> Depression
<input type="checkbox"/> Penicillin	<input type="checkbox"/> Diabetes
<input type="checkbox"/> Sulfa	<input type="checkbox"/> Glaucoma
	<input type="checkbox"/> Heart Condition
	<input type="checkbox"/> High Cholesterol
	<input type="checkbox"/> Hypertension

CONTINUE

Step 15:

- Enter your mailing address, credit or debit card information (i.e., Benny card (Visa), MasterCard, etc.), and choose your preferred shipping address.
- Choose your primary family address if you would like your medications shipped directly to your home.
- Shipping method defaults to standard speed. However, you do have the option to choose a faster shipping method for an additional cost.
- When finished, click 'Continue'.

Step 16:

- The next page will provide an overview of all information you have entered.
- Look over this page carefully, and make sure everything is correct.
- Then, click 'Transition Prescriptions.' Your order will NOT be submitted if you do not complete this step.
- Next, a confirmation page will appear.
- You may print this page if you prefer. However, you can always access your order information by logging back into your account through BCBSNC's website.

Transition Prescriptions from Retail to PrimeMail

Manage Prescriptions at PrimeMail:
Order New
Refill
Renew Expired
Order Status

Go to MyPrime.com
Find Drugs & Pricing
Claim History

Patient & Prescription Information Payment & Shipping Information Confirmation

Transition Prescriptions from Retail to PrimeMail

As your home delivery pharmacy, it is our commitment to provide you the highest quality of service. We also want to help you get the right medicine as quickly as possible. To do this, PrimeMail offers a prescription transition service where we contact your prescriber in an attempt to have your medication prescription transitioned to the PrimeMail pharmacy.

In order to process your request for a transition, we will need your prescriber's approval. If your prescriber does not respond within five days or declines, we will inform you by phone. You can also track your order by clicking Order Status.

If you already have a copy of your prescription, fill out a [PrimeMail Order Form](#) and send it to PrimeMail. This form can only be used for one patient at a time.

Payment & Shipping Information:

Primary Family Address:

Member: Member Id:
Phone Number*: Alternate Phone:
Email Address*:
Street Address 1*: Street Address 2:
City*: State*: Zip Code*:

Credit Card Information:
Payment is due with each order and may be made only by credit card. To authorize payment by credit card, provide the account number and expiration date. We accept Discover, MasterCard, VISA and American Express. This card will be used for this and all future orders unless we are notified otherwise.

Credit Card on File New Credit Card

Credit Card*:

Shipping Information:
Select the address you would like your order shipped to.
 You can manage your addresses in My Account.

Shipping Method
The shipping method will change the amount of time it takes to ship your prescription. It will not change the amount of time it takes to process your order. Allow 3 to 5 business days for processing your order before it is shipped.

<input checked="" type="radio"/> Standard Shipping (2 to 10 business days for shipping)	\$0.00
<input type="radio"/> Second Business Day	\$15.00
<input type="radio"/> Next Business Day	\$22.00

BACK **CONTINUE**

Other instructions:

- For all dependents under the age of 18, continue adding prescriptions through the primary member's PrimeMail account.
- To return to the PrimeMail search screen, click 'Find Drugs & Pricing' on the left side of the page.
- From the drop down menu at the top right, choose the dependent's name and follow steps 7-16 for each individual.
- For all dependents over the age of 18, follow steps 1-16 by creating a new BCBSNC profile and linking to the PrimeMail site from his or her individual account.

Transition Prescriptions from Retail to PrimeMail

Manage Prescriptions at PrimeMail:

Order New

Refill

Renew Expired

Order Status

Go to MyPrime.com

Find Drugs & Pricing

Claim History

Welcome to PrimeMail

MyPrimeMail.com provides information and tools to help you use your mail-service benefit through PrimeMail®. PrimeMail is the mail-service pharmacy trusted by your health plan. PrimeMail is dedicated to providing you with convenience, savings and service. The buttons on the left help you manage your prescriptions, including transition prescriptions from retail to mail, order refills, check the status of an order and more.

PrimeMail is the mail-service pharmacy trusted by your health plan.

More

Questions? Contact PrimeMail at: 888-274-5180. If you have benefit questions, you may contact the HR-Benefits team at: 910-343-7049.

