



Express Scripts Pharmacy[®] delivers

Prime Therapeutics[®] (Prime), Blue Cross and Blue Shield of North Carolina's (Blue Cross NC) pharmacy benefits manager, is now using Express Scripts Pharmacy to fill mail-order prescriptions while delivering great service, convenience and affordable medicine to you. Blue Cross NC members can get maintenance or long-term medicines delivered right to their door anywhere in 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 to use your existing Blue Cross NC login – or go directly to express-scripts.com
- Transfer your prescriptions from a retail pharmacy to home delivery
 - Fill out the online form and Express Scripts Pharmacy 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 Express Scripts Pharmacy order form
 - Find Express Scripts Pharmacy forms by going to BlueConnectNC.com or express-scripts.com, or by calling Express Scripts Pharmacy at **1-833-599-0449**
 - Mail your prescription, completed order form and payment to Express Scripts Pharmacy

To learn more

Visit BlueConnectNC.com to use your existing Blue Cross NC login – or go directly to express-scripts.com.

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



BlueCrossNC.com



**BlueCross BlueShield
of North Carolina**



Express Scripts Pharmacy
will remind you when
a refill is due.

Refills are easy

Refill dates are shown on each prescription label, and Express Scripts Pharmacy 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 express-scripts.com

Over the phone

- Call Express Scripts Pharmacy at **1-833-599-0449** (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:
**Express Scripts Pharmacy
HOME DELIVERY SERVICE
P.O. BOX 66577
ST LOUIS, MO 63166-9838**

When to expect your medications

Expect your medications in 10 business days on a new prescription, and three to five business days on refills after Express Scripts Pharmacy receives approval from your prescriber.

To learn more

Visit BlueConnectNC.com to use your existing Blue Cross NC login – or go directly to express-scripts.com.

Blue Cross and Blue Shield of North Carolina (Blue Cross NC) provides free aids to service people with disabilities as well as free language services for people whose primary language is not English. Please contact the Customer Service number on the back of your ID card for assistance.

Blue Cross and Blue Shield of North Carolina (Blue Cross NC) proporciona asistencia gratuita a las personas con discapacidades, así como servicios lingüísticos gratuitos para las personas cuyo idioma principal no es el inglés. Comuníquese con el número para servicio al cliente que aparece en el reverso de su tarjeta del seguro para obtener ayuda.

If you have a prescription for a controlled drug, federal law prohibits transferring your prescription. If you have a prescription for a compound drug, Express Scripts Pharmacy requires a new prescription due to the complex ingredients required to complete the compound. In either case, Express Scripts Pharmacy will work with you and your provider(s) to obtain a new prescription. Treatment decisions are always between you and your doctor. Coverage is always subject to the exclusions and limitations noted in your benefit booklet. See your benefit booklet for details.

Express Scripts Pharmacy is offered for your convenience and Blue Cross NC is not liable in any way for the goods or services received; results are not guaranteed. Decisions regarding your care should be made with the advice of your doctor. Blue Cross NC reserves the right to change or discontinue this program at any time without prior notification from Blue Cross NC.

Express Scripts Pharmacy and Prime Therapeutics are independent companies that are solely responsible for providing pharmacy benefit management services. Express Scripts Pharmacy and Prime Therapeutics do not offer Blue Cross or Blue Shield products or services.

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