

Welcome

How your pharmacy benefits work

You may need medicine for a very short time to treat something like an infection.
Or, you may need to take medicine for a long time to treat a condition like diabetes.
Either way, your pharmacy benefit plan could help you save money.

How your coverage works

Visit **MyPrime.com** to check the list of medicines covered under your pharmacy benefits (called a **formulary**). Doctors and pharmacists have carefully selected the generic and brand name drugs on the list. Drugs that aren't on this list may cost you more.

For covered medicines, the amount that you pay is called your **copay**, or cost share. Your pharmacy benefit plan pays the rest.

Your plan may also have a **deductible** — the amount you must pay before your plan begins to pay.



24/7 member support

Call **855.457.0408** to speak to a member of our pharmacy team, any time, day or night.

How can I save money?

We could help you save with PrimeMail®, your home delivery pharmacy service, or with generic medicines that can **save you up to 85%**.¹ If you take a brand-name drug, ask your doctor or pharmacist about generic drugs — a lower-cost version of a brand-name drug. It works the same as the brand-name drug in safety, strength and effectiveness.

How can MyPrime.com help me?

Register at **MyPrime.com** and set your communication preferences. Then you can look up covered medicines, get an estimate for how much they'll cost, and much more.

3 ways to fill a prescription



Home delivery

Order your long-term medicine from PrimeMail. Receive up to a 90-day supply of your medicine anywhere in the U.S.



Visit **MyPrimeMail.com** or call **855.457.0408***



Retail pharmacy

Prime offers a large national network of pharmacies — over 66,000. Just bring your prescription and member ID to a network pharmacy. (If you use a pharmacy that is not in your network, you might need to pay more).



Find network pharmacies at **MyPrime.com**



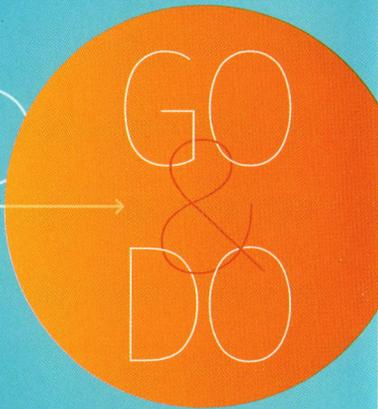
Specialty pharmacy

Prime Therapeutics Specialty Pharmacy™ is a full-service delivery pharmacy. Our experienced professionals, pharmacists and dedicated staff focus on specialty medicines and the conditions they treat.



Call **877.627.6337** to learn more

*Please have your member ID card handy.



what you love.

Your health plan covers trips to the doctor. Prime Therapeutics (Prime) helps you get the medicine your doctor prescribes.

We make managing your medicine *easier and more affordable.*



Health insurance can be confusing, so we've created a better way.

Visit MyPrime.com to:

- Learn more about your medicines and common terms used and in the healthcare dictionary
- Search for generic drugs and download forms

You have better things to worry about than managing your medicine.

Fortunately, we don't.

At Prime, we have one purpose — **we help people get the medicine they need to feel better and live well.**

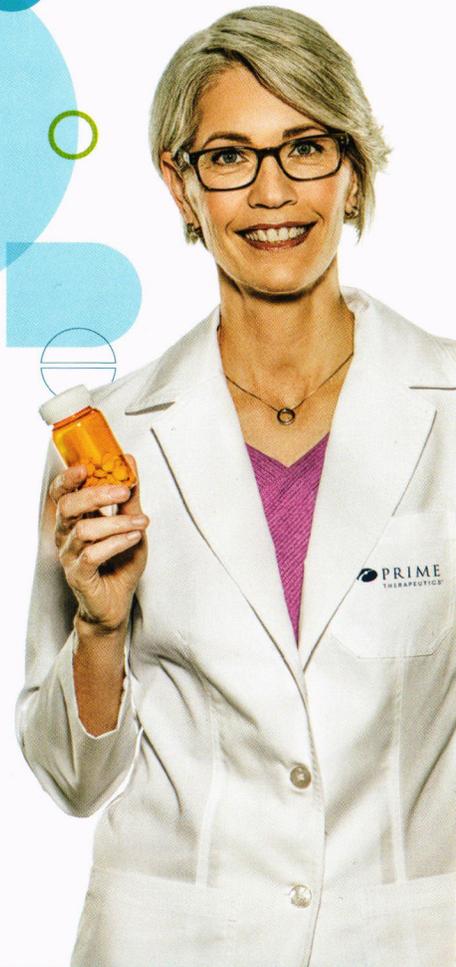


About Prime Therapeutics

We are trusted by your health plan to help you get the medicine you need to feel better and live well. Our pharmacy experts are working hard to make your medicine more affordable, and your experience easier.



Guide to your
Pharmacy benefits



¹ U.S. Food and Drug Administration, <http://www.fda.gov/Drugs/ResourcesForYou/Consumers/BuyingUsingMedicineSafely/UnderstandingGenericDrugs/ucm167991.htm>

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We get you the long-term medicine you need to

GO
&
DO

what you love



You didn't take a *personal day* to deal with your prescriptions.

Your time is valuable. We think you deserve more of it. PrimeMail sends up to a 90-day supply of your long-term medicine so you can spend less time waiting in lines, and more time doing what you want.

About Prime Therapeutics

We are trusted by your health plan to help you get the medicine you need to feel better and live well. Our pharmacy experts are working hard to make your medicine more affordable, and your experience easier.

 **PRIME**
THERAPEUTICS®

PrimeMail®

Your home delivery pharmacy service



¹ Savings estimate based on common mail-service benefit designs.

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PrimeMail



The home delivery pharmacy service that makes sense for your life and your budget

Start saving

- PrimeMail can make a difference in your budget with savings that really make a difference — **up to 33%¹**
- Save time by getting up to a 90-day supply at a time — which can also mean fewer copays
- Standard shipping is always free

It's easy

- Ordering online is quick and easy, and medicine is always delivered in a plain package to help ensure privacy
- PrimeMail delivers anywhere in the U.S., so you can get your medicine even if you're away from home
- We speak clearly — no jargon, just what you need to know, plain and simple

Here to help

- Speak with our pharmacy team 24/7
- Every prescription we touch is checked and re-checked in 17 different ways by our pharmacists
- We can send you refill alerts and reminders the way that you want

You have *more* things to worry about than your medicine.

Fortunately for you, we don't.

All PrimeMail orders are processed by licensed pharmacists, and all medicines are in tamper-evident containers, shipped in plain packaging. PrimeMail can save you time and possibly money.



24/7 support

Log in to **MyPrimeMail.com**, or call **855.457.0408** to talk with a member of our pharmacy team, any time, day or night.

GO
&
DO

what you love.

Start by switching to PrimeMail today.



Online

Visit **MyPrimeMail.com**, click on “Transition Prescriptions from Retail to PrimeMail,” and follow the directions.



Mail

Mail the prescription with a completed order form and your copay using the postage-paid envelope. Refill requests may also be mailed with a completed order form.



Phone

Call **855.457.0408**, 24/7, to refill or transfer a current prescription. Please have your member ID card, prescription information and your doctor's contact information ready.



Doctor

Ask your doctor to fax a prescription request to **877.774.6360** or to send your prescription to PrimeMail electronically.

Learn more

How to enroll

You will need to give us information about your prescription and the doctor who prescribed it. Also, have your health plan member ID card handy. Call **877.627.MEDS (6337)**. Our staff will ask for the information needed to get you started.

How to get refills

A member of your Prime Specialty Pharmacy care team will call to schedule your refill, based on the care plan from your doctor. Or you can call us at **877.627.MEDS (6337)** and a member of your care team will help you.

Hours

8:00 AM to 7:00 PM EST
(7:00 AM to 6:00 PM CST).
Answering service and
voice mail are open 24/7.
Urgent calls returned 24/7.

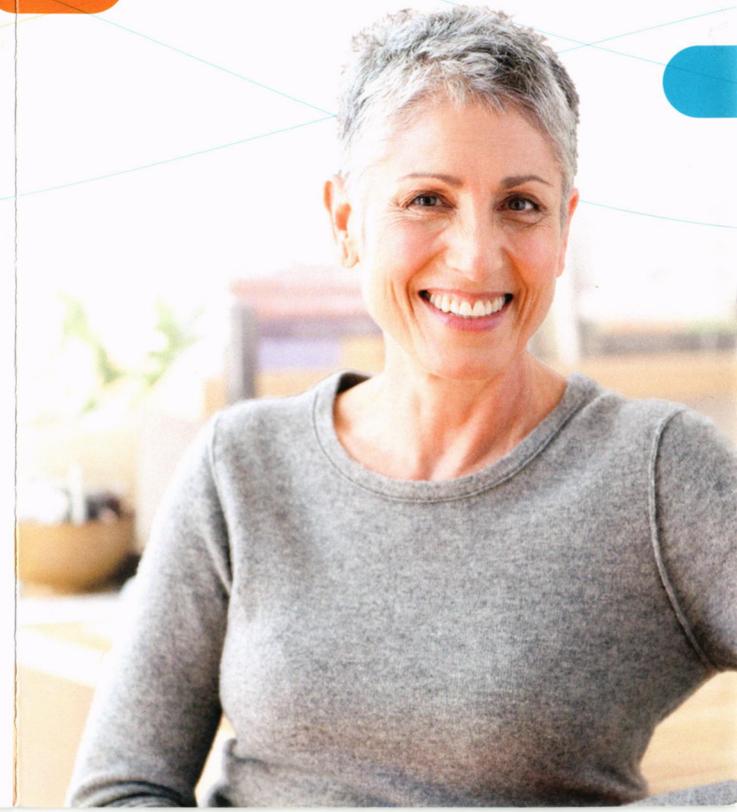
tel **877.627.MEDS (6337)**
fax **877.828.3939**
TTY **711**

PrimeTherapeutics.com/Specialty



Welcome

We're here to help



Prime Therapeutics Specialty Pharmacy LLC (Prime Specialty Pharmacy)
is a wholly owned subsidiary of Prime Therapeutics LLC.

Picture life on your terms

Your life is bigger than your diagnosis

You may have a health problem or illness that calls for medication and extra health support. We know that people live full lives not defined by a diagnosis.

Prime Therapeutics Specialty Pharmacy (Prime Specialty Pharmacy) wants you to have the tools you need. We believe the right tools can help you control your condition and not have it control you.

Medication is only one piece of a complete health picture.

At Prime Specialty Pharmacy, we want to help you take charge of your condition. Our support programs and services can help you get the most from your medication.

We help you take charge of your medications so you can go on to live a healthy, productive life.

Prime Specialty Pharmacy gives you complete support.

We're here to help

Medication

We package your medication carefully for special handling and temperature control. The package will include all the supplies you need. You will also receive educational materials that cover treatment and possible side effects. Count on receiving your medication and supplies on time, when you need them.

Insurance

We'll also help you manage your health insurance for your specialty medications. We'll help you understand your benefits. We can answer questions about your benefits by working directly with your health insurance company. We take care of billing your insurance company.

Support

You'll have the support of a skilled care team. It includes nurses, pharmacists and service professionals who understand your condition and its treatment. If you are having trouble affording your medication, we can provide information about financial assistance programs. We're as close as your phone. We want you to have the information and guidance you need.

What are specialty medications?

Specialty medications are prescribed to treat complex and chronic (long-term) conditions. Examples include multiple sclerosis, hemophilia, hepatitis C and rheumatoid arthritis.

One or more of the following may also be true about these high cost medications:

- They are injected or infused, but some may be taken by mouth
- They have unique storage or shipment requirements
- Additional education and support is required from a health care professional
- They are usually not stocked at retail pharmacies

