

Transitioning to your Blue Shield Pharmacy Benefits

Blue Shield of California is glad to serve you and those who depend on you for healthcare coverage.

The overview below shows you how to transition to your new Blue Shield pharmacy benefits.

Steps to getting started:

1. Check the Blue Shield formulary

The Blue Shield Drug Formulary is a list of our preferred prescription drugs. It's best to check this list since our list may differ from your former health plan's formulary. Just go to **blueshieldca.com** and click on *Pharmacy* to access our drug database and formulary.

2. Fill your prescription

You have the option of filling your prescriptions two ways: at a network pharmacy or through our network mail service pharmacy.

Using a network pharmacy

The Blue Shield pharmacy network includes network chain pharmacies and other local and community pharmacies. To find out if a pharmacy is in our network, go to **blueshieldca.com**, select *Pharmacy* (under Blue Resources on the bottom left side) and then click on *Find a Pharmacy*. If you don't have access to the Internet, you can call Blue Shield Member Services at **(800) 642-6155**.

If you choose to fill your prescription at a pharmacy, you can obtain a 30-day supply for the cost of one copayment at a network (retail) pharmacy. To fill (or refill) your prescription, just present your prescription (or refill) at a network pharmacy, present your Blue Shield ID card, and pay your share of the cost. For a detailed description of pharmacy benefits and limitations, see your *Evidence of Coverage and Disclosure* (EOC&D) form.

Using our network mail service pharmacy

If you take stabilized doses of covered long-term maintenance medications for conditions such as high blood pressure or diabetes, you can order a mail service refill of up to a 90-day supply through PrimeMail. You also save money on your copayment, and there is no charge for shipping.

To use the mail service, all you need is a prescription from your doctor and a completed PrimeMail New Order form. You can download the PrimeMail New Order form by going to **blueshieldca.com**, clicking on *Pharmacy*, and then *Mail-Service Prescriptions*. Or, you can call PrimeMail at (866) 346-7200 or TTY/TTD (866) 346-7197 to request a form.

After you send your order form and prescription to PrimeMail, you can order refills online by going to www.MyPrimeMail.com or calling (866) 346-7200 or TTY/TTD (866) 346-7197.

Additional pharmacy resources

Through the *Pharmacy* section of **blueshieldca.com**, you have access to a wide range of pharmacy resources.

- **Drug interactions:** Check for interactions among your prescription drugs, over-the-counter medications, dietary supplements, and herbal products.
- **Ask the Pharmacist:** Submit your question to pharmacists at the University of California, San Francisco, and receive a confidential answer online within two days. Or, browse the top questions and search an archive of answers.
- **Frequently asked questions:** Get answers to questions about pharmacy services provided by Blue Shield.

We're here to help

If you have any questions, simply contact your dedicated Blue Shield Member Services team at **(800) 642-6155** or TTY (866) 216-9926 for personal assistance. We're available from 7 a.m. to 7 p.m., Monday through Friday. For more information, visit the County of San Bernardino Employee Benefits and Services Division (EBSD) Internet site at http://www.sbcounty.gov/hr/Benefits_Retire.aspx.