



## Important News!

### New Mail Service Pharmacy for Blue Shield Members

Effective January 1, 2008, your mail-order prescription drug orders will be handled by PrimeMail (instead of the current mail service pharmacy, Express Scripts). Blue Shield has been working to make the transition as smooth as possible.

*If you have a prescription with Express Scripts with refills remaining after January 1, 2008, your prescription will automatically be transferred to PrimeMail.* To verify that your prescriptions have transferred, go to [www.MyPrimeMail.com](http://www.MyPrimeMail.com) after December 21, 2007. A PrimeMail representative may contact you to complete your enrollment information and obtain payment information.

*If you have a new mail-order prescription after January 1, 2008, you will need to complete a PrimeMail order form.* You can get this form two ways:

- Download a form at [www.MyPrimeMail.com](http://www.MyPrimeMail.com).
- Call PrimeMail toll free at **(866) 346-7200**. TTY/TTD users should call (866) 346-7197.

You will mail the order form to PrimeMail along with your new prescription.

### Call If You Have Questions

Effective January 1, 2008, PrimeMail's specially trained service representatives and on-site pharmacists will be available 24 hours a day, 7 days a week at **(866) 346-7200** to answer your questions about mail-order prescriptions.

In the meantime, if you have any questions about mail-order medications, please call Blue Shield's Member Services at **(800) 443-5005**.