



An Independent Licensee of the Blue Cross and Blue Shield Association

medco[®]

Your Highmark Blue Cross Blue Shield Mail Order Pharmacy Benefit Handbook



Welcome!

We're proud that Highmark Blue Cross Blue Shield has chosen Medco to help administer your prescription drug benefit for mail-order services. You're in good company. Medco has provided quality prescription drug benefit services to millions of Americans for over 30 years.

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Your prescription drug benefit plan at a glance*

Medications preferred by your plan

Your plan includes a list of prescription drugs that are preferred by your plan because they help to control rising prescription drug costs. This list, sometimes called a formulary, has a wide selection of generic and brand-name medications.

If you need information about your plan's preferred medications, visit us at <http://highmark.formularies.com> or call us toll-free at 1 800 903-6228.

*This information is an overview of your Highmark Blue Shield prescription drug benefit. Benefits and co-payments are subject to change by your health plan.

Medco By Mail

Over 6 million members enjoy the convenience and savings of having their long-term medications (those taken for 3 months or more) delivered to their home or office. Medications are dispensed by **Medco By Mail** pharmacists through our network of mail-order pharmacies.

Medco By Mail advantages:

- **Get up to a 90-day supply** (compared with a typical 30-day supply at retail) of each covered medication for **just one mail-order co-payment**.
- **Registered pharmacists** are available 24 hours a day, 7 days a week.
- **Order refills** online, by mail, or by phone—anytime day or night. Refills are usually delivered within 3 to 5 days after we receive your order. To order online, register for **Medco By Mail** by visiting www.highmarkbcbs.com.
 - Log in as a member

- Click on "Fill Mail Order Rx" under "Pharmacy Resources"
 - Then, follow instructions to register
- **Choose a convenient payment option**—check, money order, credit card, or our automatic payment program.
 - **Standard shipping is free.**

How to start saving with Medco By Mail

- 1** When using **Medco By Mail**, be sure to ask your doctor to write a prescription for up to a **90-day supply** of each medication (plus refills for up to 1 year, if appropriate).
- 2** Fill out the enclosed **Medco By Mail** order form.
- 3** Send the completed form, your prescription, and your payment option in the **Medco By Mail** envelope provided.

Your medication usually will be delivered within 8 days after we receive your order. If you are currently taking a medication, be sure to have at least a 14-day supply on hand when ordering. If you don't have enough, ask your doctor to give you a second prescription for a 14-day supply and fill it at a participating retail pharmacy while your mail-order prescription is being processed.

Once you have registered on **Medco By Mail**, click "Order center" and follow the instructions. Medco will contact your doctor to transfer your current prescriptions to **Medco By Mail**.

You may also have your doctor fax your prescriptions. Ask your doctor to call 1 888 327-9791 for faxing instructions.

Online services

If you have Internet access, visit us online at www.highmarkbcbs.com to:

- Review plan highlights and get health and wellness information.
- Compare brand-name and generic drug prices.
- Obtain order forms, claim forms, and envelopes.
- Submit mail-order prescriptions and refills.
- Check the status of **Medco By Mail** orders.
- Check and pay mail-order account balances.

Just go to www.highmarkbcbs.com

- Log in as a member
- Click on "Fill Mail Order Rx" under "Pharmacy Resources"
- Then, follow instructions to register

General information

To contact Member Services

Member Services is available 24 hours a day, 7 days a week (except Thanksgiving and Christmas) by calling toll-free 1 800 903-6228. Our Member Services representatives can:

- Help you find a participating retail pharmacy
- Send you order forms, claim forms, and envelopes
- Answer questions about your prescriptions or plan coverage

To access Medco by TTY

TTY is available for hearing-impaired members.
Call 1 800 759-1089.

To order prescription labels printed in braille

Braille labels are available for mail-order prescriptions.
Call 1 800 903-6228.

Other things you should know

Medco protects your safety

The risks associated with drug-to-drug interactions and drug allergies can be very serious. To protect your safety—whether you use **Medco By Mail** or **highmarkbcbs.com**—Medco checks for potential interactions and allergies. We also send information electronically to participating retail pharmacies.

Medco may contact your doctor about your prescription

If you are prescribed a drug that is not on your plan's preferred list, yet an alternative plan-preferred drug exists, we may contact your doctor to ask whether that drug would be appropriate for you. Please be assured that your doctor will always make the final decision on all your medications. If your doctor agrees to use a plan-preferred drug, you will never pay more and will usually pay less.

Medco protects your privacy

Because your privacy is important to us, Medco complies with federal privacy regulations. Medco only uses health and prescription information about you and your dependents to administer your plan and to fill your mail-order prescriptions.

Your plan may have coverage limits

Your plan may have certain coverage limits. For example, prescription drugs used for cosmetic purposes may not be covered, or a medication might be limited to a certain amount (such as the number of pills or total dosage) within a specific time period.

If you submit a prescription for a drug that has coverage limits, Medco will advise you that approval is needed before the prescription can be filled. The pharmacy will let you know if additional information is required by your plan. If this occurs, your doctor must call a special toll-free number which will then initiate a review that typically takes 1 to 2 business days. Once the review is complete, you and your doctor will be notified of the decision. You may have the opportunity to appeal this decision based upon the parameters of your benefit design.

Medco administers your prescription drug benefit at the request of Highmark Blue Cross Blue Shield.

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