

MAIL SERVICE PRESCRIPTIONS

Blue Shield of California provides access to the mail service drug benefit through CVS Caremark Mail Service Pharmacy™. This offers you the convenience of receiving up to a 90-day supply of covered maintenance drugs,* delivered to your home or office, with no charge for shipping. Using mail service can save you money, too.

Ways to access your mail service pharmacy

Online

- 1 Log in to your Blue Shield member account online at blueshieldca.com/login or through the Blue Shield mobile app to access your mail service account.

Website navigation: In the top toolbar select *Be Well, Pharmacy, Pharmacy Networks*, and select *Mail service pharmacy* box.

Mobile app navigation: In the left navigation bar select *My plan*, select *RX* on the upper right, scroll down and under *Pharmacy links*, select *Mail service prescriptions*.

- 2 Send your prescription to CVS Caremark via mail. Your doctor can send eligible prescriptions electronically.
- 3 Refill your prescriptions through your mail service account. You also can enroll in the CVS Caremark Mail Service Pharmacy's automatic refill program.

Phone

- 1 Set up an account by calling **(866) 346-7200** [TTY: 711].
- 2 Send your prescription to CVS Caremark. Your doctor can send eligible prescriptions electronically, by phone at **(800) 378-5697** or via fax at **(800) 378-0323**.
- 3 Call **(866) 346-7200** [TTY: 711] to refill your prescriptions. You can also request enrollment in CVS Caremark Mail Service Pharmacy's automatic refill program.

Mail

Please keep in mind that there is a longer turnaround time when you submit your prescriptions by mail.

- 1 To set up an account, complete the mail service order form and return it by mail. You can find the mail service order forms on the portal at blueshieldca.com/pharmacy.
- 2 Send your prescription to CVS Caremark. If you already have a written prescription from your doctor for an extended-day supply, you can mail it, your applicable mail service copayment, a copy of your Blue Shield member ID card, and your mail service order form.

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* Generally, the drugs provided through mail service are drugs that you take on a regular basis for a chronic or long-term medical conditions. Note: Specialty drugs and opioids are limited to a 30-day supply.

- 3 Use the CVS Caremark refill order form included in your last medication shipment to refill your prescriptions. Mail the form, along with payment, to:

CVS Caremark
P.O. BOX 659541
San Antonio, TX 78265-9541

CVS Caremark Delivery

Please allow 10 to 14 business days to receive your covered maintenance medications from CVS Caremark. Once your prescription is on file at CVS Caremark, please allow five to eight business days to receive refills of your covered medications.

If you receive a notification that there may be a delay in the shipment of your prescription, please contact Customer Care at the number on your Blue Shield member ID card. A Blue Shield representative will assist you in obtaining a sufficient supply of medication from a local network retail pharmacy, so you are not without medication until your mail service prescription arrives. If the delay is more than 14 business days from the date the prescription was ordered from the mail service program, Customer Care can coordinate a replacement order.

Refilling your mail service prescriptions

You can choose to enroll in the CVS Caremark Mail Service Pharmacy's automatic refill program. Once enrolled, you will be notified 7 to 10 days before the prescription's refill due date. There is no cost to enroll in this program and you can opt out of this program at any time.

- **Online** – Sign in to blueshieldca.com/login.
- **By phone** – Call **(866) 346-7200**. (Members using TTY equipment can order forms by calling TTY: **711**.)

If you don't enroll in the CVS Caremark Mail Service Pharmacy automatic refill program, you can refill your mail service prescriptions online through your Blue Shield member account, by phone, or by using the CVS Caremark refill order form included in your last medication shipment and mail it along with payment to:

CVS Caremark
P.O. BOX 659541
San Antonio, TX 78265-9541