



Save time and money on prescriptions with home delivery

Getting your prescription drugs doesn't have to be a drag. We help make it easier and more convenient for you to get the medicines you need.



Home delivery: Skip the drugstore line

If you take prescription medicines on a regular basis, you can get up to a 90-day supply delivered to your home.¹ And depending on your plan, you may save on copays. That's because a 90-day supply of many drugs usually costs less than three 30-day refills.

Missing even one dose of a medicine that treats long-term conditions like high blood pressure or diabetes may lead to serious health problems and higher health care costs. That's why home delivery is a great way to make sure you get your prescription refills when you need them.

Standard shipping is free, and you can set up automatic renewals to get your next three-month supply sent to you before the refill date.

How to get started with home delivery

Getting set up for home delivery is easy. Just call the **Pharmacy Member Services** phone number on the back of your health plan ID card. You can also mail in your order with our order form found on [empireblue.com](https://www.empireblue.com). Choose **Individual & Family**, then **Forms**.

Need help?

Call the home delivery pharmacy at 1-833-203-1739 or call the Pharmacy Member Services phone number on the back of your health plan ID card.

You may want to ask your doctor for a 30-day prescription, which you can get filled at your regular pharmacy, to make sure you have enough medicine to last until you get your first home delivery prescription.

Here are a few more important things to know

- Using our mobile app, Sydney Health, or empireblue.com to switch to home delivery is only available if your Empire pharmacy plan benefits include mandatory home delivery, opt-out home delivery or Rx Maintenance 90. If you have optional home delivery, call the **Pharmacy Member Services** phone number on the back of your health plan ID card, or complete and mail the *Home Delivery Order Form* to transfer your prescriptions from your retail pharmacy to home-delivery.
- If your doctor prescribes a brand-name drug, your pharmacy plan may require the home delivery pharmacy to send a generic version instead.
- All prescriptions and refills, including those sent by your doctor, will be filled as soon as the home delivery pharmacy gets them. In most cases, your first order will arrive within two weeks. After that, orders will arrive within one week.
- If you need your medicine sooner, you can call the home delivery pharmacy and ask for overnight delivery. You'll be charged extra for the faster shipping.
- With some drugs, you may need to sign to accept delivery.²



¹ Supplies vary based on your pharmacy plan design.

² Drugs that are defined as controlled substances are highly regulated, which requires the home delivery pharmacy to follow special rules for filling these prescriptions.

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Your prescription benefits

How to make the most of your
March 2023 pharmacy plan

Empire  
BLUECROSS BLUESHIELD

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Your pharmacy benefits

This benefits guide has tips on how to make the most of your coverage and save money, too.

First, take a moment to register at empireblue.com

Use your member ID to set up your empireblue.com account. It is the fastest and easiest way to see your pharmacy benefits. At empireblue.com you can:

- Find a pharmacy.
- Check your drug list.
- Compare medication costs.
- Set up home delivery and refill prescriptions.
- Review your claims.
- Check your copay, deductible, and coinsurance amounts.

With the Engage Wellbeing app, you can manage your benefits from anywhere. Download it at the Apple Store® (iOS) or on Google Play (Android).

Your medication coverage

Here is what your plan covers

- Brand-name and generic drugs on your drug list
- Certain preventive drugs at little or no cost to you
- Specialty drugs if you have ongoing health issues or a serious illness

Your drug list

Your plan uses the Essential Drug List. It includes hundreds of generic and brand-name prescription drugs in every drug category.

You can check if medications you take are in your drug list at empireblue.com/essentialdruglist. For a more detailed list, log in at empireblue.com. If your medication isn't on the list, you will see other options. Drug lists can change, so you may want to check it when you have a new prescription.

Drugs are grouped in tiers. Your share of the cost depends on which tier your drug is on. Typically, drugs on lower tiers cost less.

Your plan pays for certain drugs that help you stay healthy and manage certain conditions. You'll find the **PreventiveRx Drug Lists** at empireblue.com/pharmacyinformation.

Your plan uses the Preferred Generics program. This means you will pay less if you use a generic option instead of a brand-name drug. If you're not sure a generic is available, check with your doctor.

Your pharmacy options

You have choices for filling your prescriptions, including local pharmacies in your plan and convenient home delivery.



Retail pharmacies

Your plan's network includes over 67,000 pharmacies nationwide, with two levels of coverage:

- **Level 1:** Your plan's network has nearly 26,000 preferred pharmacies, including chains like CVS, Target, Kroger, Walmart, Albertson's, Strategic Health Alliance, Giant Eagle, and Costco. Preferred pharmacies are those we work with to help you save on medication costs, including copay and co-insurance.
- **Level 2:** You can also fill prescriptions at any of the plan's 40,000+ non-preferred Level 2 pharmacies, but you may pay more.

If you regularly take medication for ongoing conditions like asthma, diabetes, or high cholesterol, you will need to set up 90-day supplies at a pharmacy in the Rx Maintenance 90 network, including CVS retail or through home delivery. This is a requirement, but it also helps you save time and money on refills.



Home delivery

If there are medications you take regularly, you can save time and money with our home delivery service. CarelRx Mail will deliver up to 90-day supplies with free standard shipping. Sign up at empireblue.com.



Specialty pharmacy

If you have a health condition that requires specialty medicine, such as those you take by injection or infusion, or that need special handling, you will need to order through CarelRx Specialty Pharmacy.

To view a list of covered specialty drugs that require a network specialty pharmacy, please visit empireblue.com/pharmacyinformation and select the Exclusive Specialty Drug List.

* CarelonRx, Inc. is an independent company providing pharmacy benefit management services on behalf of your health plan.

Your cost

Your share of medication cost — including copays and coinsurance — depends on your plan and the pharmacy you use. You will find this information when you log in at empireblue.com. You can also ask your employer for a copy of your Summary of Benefits.

If you have a health savings account (HSA) or a health reimbursement account (HRA), you can use it to pay for prescriptions. You will pay the drug-tier price until you meet your deductible. After that, you'll just pay your plan's coinsurance amount.

What to know about your drug coverage

Some medications require certain steps before your plan covers them. Here are examples:

- **Preapproval, also known as prior authorization.** This means we need to approve a drug before the pharmacy fills it.
- **Step therapy (ST).** You may need to try other medicine before we can cover the one your doctor prescribed.
- **Quantity limits (QL).** To help protect your health, your plan may limit how much medication you can receive each month.
- **Dose optimization (DO).** If a higher strength is available, you may be able to switch from taking multiple doses to a single dose each day.



How to save on medication costs

- Take medicines on your plan's **drug list**.
- Choose medications on **Tier 1**.
- Find out if there are **generic or over-the-counter options**.
- Check your cost with our **Price a Medication** tool at empireblue.com.
- Use pharmacies **in your plan**.
- Arrange **90-day supplies** of medications you take regularly.

Please check with your doctor before changing your medication.



If you have questions about a medication you take or your pharmacy benefits, we're here to help

Please call us at the Pharmacy Member Services number on your ID card or visit empireblue.com/faqs/empireblue/pharmacy.



Home delivery saves you time and money on prescriptions



There is a simpler, more convenient way to fill your long-term prescriptions

If you take prescription medicines on a regular basis, you can receive up to a 90-day supply delivered to you.¹ It could also help you save on copays, depending on your plan. That's because a 90-day supply of many drugs usually costs less than three 30-day refills.

CarelonRx Mail is available at no extra cost

This ensures you have your prescription refills when you need them. Standard shipping is free for home delivery, and you can set up automatic refills to have your next 90-day supply sent to you before the refill date so you won't run out of your medicine.

We want you to have the medicine you need on hand, because missing even one dose of a medicine that treats long-term conditions like high blood pressure or diabetes can affect your health and your healthcare costs.²

Start receiving your prescriptions through home delivery

For new prescriptions — Bring the form, found on **carelonrx.com**, to your doctor or call Member Services and we will send the form to your doctor.

For existing prescriptions — Log on to **carelonrx.com** or the CarelonRx app and follow the instructions.

Once you log in online or on the app, you will be able to:

1. Find the mail-in order form by selecting **Support** from the top navigation and going to *Forms*.
2. Switch existing prescriptions from a retail pharmacy to home delivery by selecting **Manage Prescriptions** and following the instructions.
3. Update your shipping address and payment options.

Make sure you have the medication you need on hand

You may want to ask your doctor for a 30-day prescription to fill at your regular pharmacy so you will have enough medicine until you receive your first home-delivery prescription.

Here are a few important things to remember:

- If your doctor prescribes a brand-name drug for you, your pharmacy plan may require the CarelonRx Mail pharmacy to send a generic version instead.
- The CarelonRx Mail pharmacy can fill most prescriptions you take on a regular basis. Your first order should arrive within two weeks. After that, orders will arrive within one week of the refill date.
- If you need your medicine sooner, call the CarelonRx Mail pharmacy to ask for overnight delivery. It costs extra for faster shipping.
- With some drugs, you may need to sign to accept delivery.³

Filling the prescriptions you need to take on a regular basis should be simple. CarelonRx Mail is here to bring you those prescriptions so that you can focus on staying healthy.



You have even more choices

Save time and money

- You can go to any CVS pharmacy for a 90-day supply of the prescriptions you take regularly.⁴
- You won't have to pick up your medicines every month.
- You will pay the same copays as you would for CarelonRx Mail.

Are you currently using CarelonRx Mail?

Call the Member Services number on the back of your member ID card to switch to picking up a 90-day supply at CVS.

Are you currently not using CarelonRx Mail?

Visit any CVS pharmacy and they will ask your doctor to write a new 90-day prescription.

If you need help

Please call the Member Services number on your member ID card with questions about home delivery or your plan benefits.

¹ Days' supply varies based on your pharmacy plan design.

² Fernandez EV, McDaniel JA, Carroll NV: *Examination of the Link Between Medication Adherence and Use of Mail-Order Pharmacies in Chronic Disease States. Journal of Managed Care & Specialty Pharmacy* (accessed November 2022); pubmed.ncbi.nlm.nih.gov/27783552.

³ Drugs that are defined as controlled substances are highly regulated, which requires the home-delivery pharmacy to follow special rules for filling these prescriptions.

⁴ The CVS 90-day supply option is only available if your pharmacy plan includes one of the following benefits: mandatory home delivery, opt-out home delivery, or Rx Maintenance 90.