Mail Service Prescription Drug Program

Important — Please Note

The Blue Cross mail service prescription drug benefit does not cover drugs that do not require a prescription, for example, aspirin, laxatives, vitamins, drugs used for cosmetic purposes (such as Propecia and Renova) and non-FDA approved medications.

In accordance with generally accepted pharmaceutical guidelines and manufacturers packaging, there are dispensing limitations on some medications. In addition, some medications may require prior authorization before they may be dispensed. For the most current and complete list regarding quantity limitations and medications requiring prior authorization please visit our Web site at www.bcbsil.com.

Medications such as amoxicillin or other antibiotics prescribed by your doctor for short-term illnesses are best obtained through your local pharmacy. Prescriptions for Class II narcotics such as Ritalin and other controlled substances are subject to stricter regulations than other medications and should not be obtained through mail service.

This brochure only highlights your mail service prescription drug program. Refer to your Certificate or benefit booklet for benefit information. In case of any discrepancy between this brochure and the legal documents describing the plan, the legal documents govern.

If You Have Questions

If you have questions on cost or benefit coverage, call the Blue Cross Prescription Drug Inquiry Unit at (800) 423-1973. Customer service representatives are available 7:00 a.m. to 11:00 p.m. Monday through Friday, 7:30 a.m. to 8:00 p.m., Saturday and Sunday, Central Time. Have your Blue Cross ID card handy when you call. To determine whether a drug is on the formulary, visit our Web site at www.bcbsil.com.

As always, you should discuss with your physician questions or concerns about any drugs you are taking. Your doctor can determine whether a generic drug is appropriate for you.
**Bringing Maintenance Medications To Your Door**

Many people rely on prescription medications to stay healthy and productive. But frequent trips to the pharmacy can be costly and inconvenient. Fortunately, as a member of Blue Cross and Blue Shield of Illinois you have a mail service prescription drug benefit if you or a dependent are on a maintenance medication.

This benefit saves you time and money. You can:

- take advantage of our discount arrangement with the mail service pharmacy,
- purchase maintenance medication every 90 days rather than monthly, and
- enjoy the convenience of mail service.

**For Prescription Drug Card Program members:**
As determined by your specific health care benefits plan, you will pay either:

- a fixed dollar copayment depending on whether your medication is generic, formulary brand or non-formulary brand,
- a coinsurance amount that is lowest for generic medications, the same or slightly higher coinsurance for formulary brands and the highest for non-formulary brands; or
- a combination of fixed dollar amounts and coinsurance.

**For BlueSCRIPT members:** The Blue Cross home delivery prescription drug benefit offers you even more convenience with medications delivered to your door. The electronic claims processing service automatically calculates the discounted price available to you as a Blue Cross member. You are responsible for the appropriate amount based on your prescription drug benefit.

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**When Ordering Medications for the First Time**

- Ask your doctor for a new written prescription for each medication you want to order to be delivered to your home. If you are starting a new medication, ask your doctor for two prescriptions:
  - one for a starter supply for up to 34 days that you can fill right away at your local pharmacy, and
  - the second for up to a 90-day supply of the medication to be mailed to your home. To take full advantage of the program, your 90-day prescription should be written with three refills.
- We recommend that you take the medication for two weeks before sending the prescription for the larger supply to the mail service pharmacy. Your physician may want to monitor your initial reaction and response to the medication.
- Ask your doctor whether you can use a generic medication if you are not currently doing so. The generic name of a drug is its chemical name. Generic drugs meet the same strict requirements of the U.S. Food and Drug Administration (FDA) as brand drugs, but are considerably less expensive.
- Complete the registration and prescription order form enclosed in the packet with this brochure. Include information for all your eligible dependents, even if they are not currently taking medications. (Please note you need to do this one time only and not with each refill order.) Remember to enclose all required information, including your member ID number, PCN number (lower right face of ID card) and your group number as they appear on your ID card.
- Determine your total copayment/coinsurance cost and enclose it. You can pay by credit card, debit card, check or money order. Do not mail cash. If you have questions about your share of the cost, refer to your health care benefits plan or call the Blue Cross Prescription Drug Inquiry Unit at (800) 423-1973.
- Mail the prescription(s) with your completed order form, including payment information, in the enclosed pre-addressed envelope. Remember to include postage.

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**Save When You Use Generic Drugs**

**Talk to Your Doctor and Pharmacist**

Your doctor uses clinical knowledge and judgment to prescribe drugs that meet your needs. The next time your doctor writes you a prescription, ask if a generic is available. Generic drugs are widely recognized as effective medications. You can expect the same clinical results as brand name drugs. When you are purchasing a prescription, indicate that you would like a generic drug.

**Frequently Asked Questions**

**Are generic drugs safe?**

Yes. The U.S. Food and Drug Administration (FDA) must review and approve generic drugs before they are made available to the public. Plus, generic drugs must have the same active ingredients as their comparable brand name drugs, which have years of testing and clinical research behind them.

**Why do generic drugs cost less?**

Generic drugs tend to cost less than the equivalent brand name drug because the companies that make them do not have to recover the costs of research and development.

**Is there a generic drug available for my condition?**

Most likely. Almost 50 percent of all prescriptions are now filled with generic drugs.

**A Good Choice**

Your doctor will determine the appropriate medication for you. You should always ask if a generic version is available for your prescription. Remember, you get a drug with the same active ingredients as the brand name drug—at a lower cost.

On the next page are just a few of the most commonly prescribed brand name drugs and their generic equivalents. Ask your physician to approve the generic equivalent whenever possible by writing the generic name on the prescription.

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