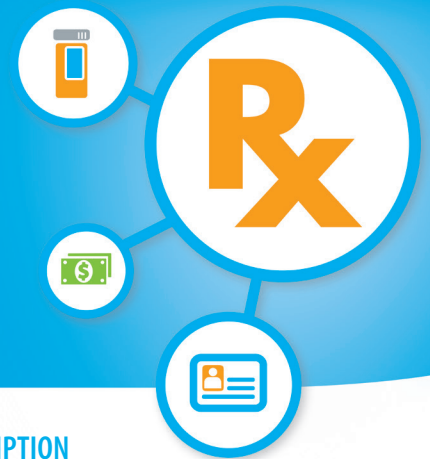


# HOW TO USE YOUR PRESCRIPTION DRUG COVERAGE



As a Highmark member, you enjoy a broad range of prescription drug services, including a large network of pharmacies and mail order service. You also enjoy the convenience of one identification card for both your medical and prescription benefits. Please take a few minutes to understand how your coverage works. This will help you get the most value from your coverage.

## COMMON QUESTIONS

### HOW DO I GET MY PRESCRIPTIONS FILLED?

Take your prescription and member ID card to a pharmacy that accepts your insurance. We call this a network pharmacy since it has a contract with us. The pharmacy will check your benefits and tell you the amount you need to pay for the prescription.

### HOW DO I REGISTER FOR THE MEMBER WEBSITE TO USE PHARMACY TOOLS?

When you log in to your member website, you get information specific to your plan. To register:

- Go to [highmarkbcbsde.com](http://highmarkbcbsde.com)
- Click on the **Register** link at the top of the page
- Follow the directions to get a login ID and password

### HOW DO I FIND A NETWORK PHARMACY?

To find a pharmacy that participates with your health plan, log in to your member website. Click on the **Prescriptions** tab and then the **Search Pharmacies** link under **Find a Pharmacy**.

### HOW DO I KNOW WHICH DRUGS MY HEALTH PLAN COVERS?

Your health plan uses a formulary, which is the list of prescription drugs it covers. To find out if a drug is covered and how much it would cost you under your plan, log in to the member website. Select the **Prescriptions** tab and then the **Costs & Savings** link.

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### WHAT IF I NEED MY PRESCRIPTION BEFORE I RECEIVE MY ID CARD?

If you do not have your ID card, you may have to pay full price at the pharmacy. To get your money back, you will need to complete a Prescription Drug Reimbursement Form. You can get this form on your member website. After you log in, click on the **Prescriptions** tab at the top of the member home page. Next, select the **Prescription drug reimbursement** link under **Forms to Manage Your Plan**.

### CAN I GET MY PRESCRIPTIONS THROUGH THE MAIL?

If you take a medication on an ongoing basis, you can take advantage of the mail order pharmacy Express Scripts®.

You may save time and money. Express Scripts will send the medication right to your home. Standard shipping is free.

### HOW DO I START USING EXPRESS SCRIPTS?

Ask your doctor to write a prescription for up to a 90-day supply, plus refills for up to one year, if appropriate. Even if you have refills left with another mail order pharmacy, you may need a new prescription from your doctor.

Complete the Pharmacy Mail Order Form and Health, Allergy & Medication Questionnaire. You can get these forms on the member website. Click on the **Prescriptions** tab then the **Mail order form & health questionnaire** link under **Forms to Manage Your Plan**.

Send the completed forms and your payment to the address listed on the mail order form.

### HOW DO I GET SPECIALTY MEDICATION?

A specialty medication is one that treats a rare, complex or chronic disease, such as rheumatoid arthritis, multiple sclerosis, cancer or growth hormone deficiency. Our specialty provider is Walgreens® Specialty Pharmacy (not to be confused with Walgreens retail pharmacy). With Walgreens Specialty Pharmacy, you will have a care coordinator dedicated to your needs. To get started using Walgreens Specialty Pharmacy, call 1-888-347-3416.

### DO YOU NEED MORE INFORMATION?

For more information about your prescription drug coverage, click on the **Frequently asked questions** link under **FAQs** or call Member Service at the number on the back of your ID card.