



# AllianceRx WALGREENS PRIME delivers

Prime Therapeutics®, our pharmacy benefits manager, is now using AllianceRx Walgreens Prime to fill mail-order prescriptions while delivering great service, convenience and affordable medicine to you. AllianceRx Walgreens Prime, available to Blue Cross and Blue Shield of North Carolina (Blue Cross NC) members, delivers your maintenance or long-term medicines to you anywhere within the United States. No driving to the drug store. No waiting in line for your prescriptions to be filled.

## Getting started is easy

Order your prescriptions online or through the mail. Choose the option you like best!

### Online

- + Visit [BlueConnectNC.com](https://www.BlueConnectNC.com) to use your existing Blue Cross NC login – or go directly to [AllianceRxWP.com](https://www.AllianceRxWP.com)
- + Transfer your prescriptions from a retail pharmacy to home delivery
  - Fill out the online form and AllianceRx Walgreens Prime will take care of the rest
  - Be sure to have your Blue Cross NC member ID handy because you'll be prompted to enter your ID number

### Through the mail

- + Talk to your doctor
  - Ask for a prescription for a 30-day supply to fill at a retail pharmacy for immediate use if needed
  - Ask for a prescription for a 90-day supply of each of your maintenance medications
- + Complete the AllianceRx Walgreens Prime order form
  - Find AllianceRx Walgreens Prime forms by going to [BlueConnectNC.com](https://www.BlueConnectNC.com) or [AllianceRxWP.com](https://www.AllianceRxWP.com), or call AllianceRx Walgreens Prime at **1-888-274-5180**
  - Mail your prescription, completed order form and payment to AllianceRx Walgreens Prime

## Convenience

- + Prescriptions delivered to the address of your choice within the United States
- + Medicines ordered your way – online, over the phone or through the mail
- + Up to a 90-day supply of medicine for each order
- + Plain-labeled packaging protects your privacy

## Service

- + Notification through email or over the phone – your choice – when your order is received and when your prescriptions are sent
- + Member-service agents available 24/7
- + Licensed, U.S.-based pharmacists available seven days a week
- + Refill reminder notifications
- + Standard delivery at no additional cost

## To learn more

Visit [BlueConnectNC.com](https://www.BlueConnectNC.com) to use your existing Blue Cross NC login – or go directly to [AllianceRxWP.com](https://www.AllianceRxWP.com).



AllianceRx Walgreens Prime will remind you when a refill is due.

### Refills are easy

Refill dates are shown on each prescription label, and AllianceRx Walgreens Prime will remind you when a refill is due. You have several options to order prescription refills. Choose the option that best suits you.

#### Online

+ Visit [BlueConnectNC.com](http://BlueConnectNC.com) to use your existing Blue Cross NC login – or go directly to [AllianceRxWP.com](http://AllianceRxWP.com)

#### Over the phone

+ Call AllianceRx Walgreens Prime at **1-888-274-5180** (TTY users can dial **711**) – 24 hours a day, seven days a week

#### Through the mail

+ Complete and mail in the prescription refill form sent with your order

- Send mail requests to:

**AllianceRx Walgreens Prime**

**P.O. Box 29061**

**Phoenix, AZ 85038-9061**

### When to expect your medications

Expect your medications in 10 business days on a new prescription, and three to five business days on refills after AllianceRx Walgreens Prime receives approval from your prescriber.

## To learn more

Visit [BlueConnectNC.com](http://BlueConnectNC.com) to use your existing Blue Cross NC login – or go directly to [AllianceRxWP.com](http://AllianceRxWP.com).

If you have a prescription for a controlled drug, federal law prohibits transferring your prescription. If you have a prescription for a compound drug, AllianceRx Walgreens Prime requires a new prescription due to the complex ingredients required to complete the compound. In either case, AllianceRx Walgreens Prime will work with you and your provider(s) to obtain a new prescription. Treatment decisions are always between you and your doctor. Coverage is always subject to the exclusions and limitations noted in your benefit booklet. See your benefit booklet for details.

BLUE CROSS®, BLUE SHIELD® and the Cross and Shield Symbols are registered marks of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans. Blue Cross NC is an independent licensee of the Blue Cross and Blue Shield Association. Prime Therapeutics is an independent company that is solely responsible for providing pharmacy benefit management services. Prime Therapeutics does not offer Blue Cross or Blue Shield products or services. All other marks and trade names are the property of their respective owners. U8087, 10/18

# NON-DISCRIMINATION AND ACCESSIBILITY NOTICE

## **Blue Cross and Blue Shield of North Carolina (Blue Cross NC) provides:**

- + Free aids and services to people with disabilities to communicate effectively with us, such as: qualified interpreters and/or written information in other formats (large print, audio, accessible electronic formats, other formats.)
- + Free language services to people whose primary language is not English, such as: qualified interpreters and/or information written in other languages

If you need these services, contact:

### **Customer Service**

**Call: 1-888-206-4697, 1-800-442-7028 (TTY and TDD)**

If you believe that Blue Cross NC has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with:

**Blue Cross NC, P.O. Box 2291, Durham, NC 27702**

**Attention: Civil Rights Coordinator-Privacy,  
Ethics & Corporate Policy Office**

**Call: 919-765-1663, 1-888-291-1783 (TTY)**

**Fax: 919-287-5613**

**E-mail: [civilrightscordinator@BlueCrossNC.com](mailto:civilrightscordinator@BlueCrossNC.com)**

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, the Civil Rights Coordinator-Privacy, Ethics & Corporate Policy Office is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at:

**Online: <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>**

**Mail: U.S. Department of Health & Human Services  
200 Independence Avenue, SW Room 509F  
HHH Building Washington, D.C. 20201**

**Call: 1-800-368-1019, 1-800-537-7697 (TDD)**

**Complaint forms are available online at:**

**<http://www.hhs.gov/civil-rights/filing-a-complaint/index.html>**

This notice and/or attachments may have important information about your application or coverage through Blue Cross NC. Look for key dates. You may need to take action by certain deadlines to keep your health coverage or help with costs. You have the right to get this information and help in your language at no cost. **Call Customer Service: 1-888-206-4697.**

## **Discrimination is Against the Law**

Blue Cross NC complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

Blue Cross NC does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call 1-888-206-4697 (TTY: 1-800-442-7028).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-206-4697 (TTY: 1-800-442-7028).

注意: 如果您講廣東話或普通話, 您可以免費獲得語言援助服務。請致電 1-888-206-4697 (TTY:1-800-442-7028)。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-888-206-4697 (TTY: 1-800-442-7028).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-206-4697 (TTY: 1-800-442-7028) 번으로 전화해 주십시오.

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-888-206-4697 (ATS: 1-800-442-7028).

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالجان. اتصل برقم 1-888-206-4697. المبرقة الكاتبة: 1-800-442-7028.

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-888-206-4697 (TTY: 1-800-442-7028).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-206-4697 (телетайп: 1-800-442-7028).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-888-206-4697 (TTY: 1-800-442-7028).

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:સુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-888-1-888-206-4697 (TTY: 1-800-442-7028).

ចំណាំ: អ្នកសិនិចខេរើលេលោកអនុករនិយាយជាភាសាខ្មែរ លេសវោកមមុជនីញ្ញុំជនុកភាសាខាងឆ្នុលជនុសម្លាងលេលោកអនុករនិយាយមនិគតិថៃលុ។ សម្រាប់ព័ត៌មានបន្ថែម: 1-888-206-4697 (TTY: 1-800-442-7028)។

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-888-206-4697 (TTY: 1-800-442-7028).

ध्यान दें: यदि आप हिन्दी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-888-206-4697 (TTY: 1-800-442-7028) पर कॉल करें।

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-888-206-4697 (TTY: 1-800-442-7028).

注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。1-888-206-4697 (TTY: 1-800-442-7028)まで、お電話にてご連絡ください。