



There are some pharmacy changes going into effect in August 2017 that will have some small effect on members. There are no changes to the services however, packaging will change and members will need to verify their payment method when they reorder.

Background

Prime Therapeutics LLC (Prime) Florida Blue's pharmacy benefit manager and Walgreens have formed a strategic alliance. While they have combined facilities for specialty and mail pharmacy services, our members will continue to receive the same service and support they do today.

However, they may notice some changes to the packaging they receive, such as the box that holds their medicines or the labels on the box. All they need to do going forward is to reconfirm their payment information for any ongoing refills.

Member Outreach

Change effective 8/26/17

- On 8/12/17, a letter will be sent to members who have utilized services in the past 18 months. 14 days prior to change. See attached letter.
- Prime inbound or outbound calls: Due to this partnership and security measures, members will need to reconfirm their payment information with a live agent the first time they refill a prescription. Once they have submitted it on the new call, they can choose to save their information for future orders. Nine days prior to change.
- Prescription packaging: Buckslips will be inserted in prescription packaging reminding members of these minor changes prior to change. See buckslip attached.

What is happening and why?

Recently Prime Therapeutics LLC (Prime) a pharmacy benefit manager (PBM) and Walgreens have formed a combined central specialty pharmacy and mail services company, as part of a strategic alliance first announced by the companies last August. We are actively working to unite mail services and central specialty operations. As part of that effort we will be upgrading our pharmacy systems. While this is happening, rest assured that you will continue to receive the same care and support you expect from Prime Therapeutics Specialty Pharmacy (Prime Specialty Pharmacy).

1. Why did I receive a letter?

This letter was meant to inform you of some changes coming as a result of the joint venture between Prime Therapeutics (Prime) and Walgreens

2. What is changing?

As a result of the alliance between Prime and Walgreens we are updating our pharmacy systems. This will have little to no effect on you, but because of the work being done you may notice some minor changes to the following items:

- I. The box that holds your medicine – stickers attached may look different
- II. The label – will show "Filled By: Walgreens Specialty Pharmacy #15438 41660 Haggerty Circle South, Canton, MI 48188"
- III. The cooler and cooler packaging - may be a different brand (Trycold) and look different
- IV. The information sheets may show both the Prime Specialty Pharmacy name/logo and Walgreens name/logo
- V. The packing receipt may show both the Prime Specialty Pharmacy name/logo and Walgreens name/logo

3. **Do the combined pharmacies have a new name?**

Over the coming months a new name and brand will be unveiled. Until then you will see specialty materials with both the Prime Specialty Pharmacy and Walgreens names in copy and you will see both logos

4. **Are Prime Mail and Prime Specialty Pharmacy combining as part of the new company? .**

Yes, the new company will include Prime's mail and specialty pharmacies together with Walgreens mail and central specialty pharmacies

5. **Will anything change about how I get my refills?**

The following will remain the same:

- i. Refill reminder calls – the process for receiving your medicine
- ii. The number you call for receiving your medicine: 877-627-6337
- iii. The hours of operation: Monday – Friday, 8 a.m. – 8 p.m. ET

6. **Why will you be asking for my email and about preferences?**

- a. We will be asking for this information because we are developing a more enhanced digital experience including things like refill reminders, shipment confirmations, and online ordering
- b. We will be asking for your preferences in order to tailor our services and communications to your specific needs 6467-C 05/2017

7. **Why was I asked to provide my payment information again during my refill call?**

Your payment information was not transferred as part of the pharmacy system update in order to safeguard your financial information and be compliant with privacy practices. Once your payment information has been given and you choose to keep that payment method on file, you will not need to supply it again.