



AllianceRx Walgreens Prime delivers

Prime Therapeutics® (Prime), 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 by calling AllianceRx Walgreens Prime at **1-888-274-5180**
 - Mail your prescription, completed order form and payment to AllianceRx Walgreens Prime

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).

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



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 to use your existing Blue Cross NC login – or go directly to 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 to use your existing Blue Cross NC login – or go directly to 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.

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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, accessible electronic formats, etc.)
- 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, call the Customer Service or TTY number on the back of your member ID card.

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
Email: civilrightscordinator@bcbsnc.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. If you need these services, call the Customer Service or TTY number on the back of your member ID card.

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.

Multi-Language Interpreter Services

ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call the Customer Service or TTY number on the back of your member ID card.

ATENCIÓN: Si habla otro idioma, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame a Servicio de Atención al Cliente al número de teléfono para personas con problemas auditivos (TTY) que figura al dorso de su tarjeta de identificación.

注意：他の言語を話す方は、言語支援サービスを無料でご利用いただけます。

顧客サービスにお電話いただくか、会員IDカードの裏面にあるTTYサービスをご利用ください。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số Dịch vụ khách hàng hoặc TTY trên mặt sau thẻ ID thành viên của bạn.

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 가입자 ID 카드 뒷면에 있는 고객 서비스 혹은 TTY 번호로 전화해 주십시오.

ATTENTION: si vous parlez une autre langue, des services d'aide linguistique vous sont proposés gratuitement. Contactez le service clients au numéro figurant au dos de votre carte de membre.

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم خدمة العملاء أو رقم الهاتف النصي الموضح على ظهر بطاقة هوية العضو.

LUS CEEB TOOM: Yog tias koj hais lus Hmoob, , peb muaj kev pab txhais lus pub dawb rau koj. Hu rau Customer Service tus xov tooj los yog tus xov tooj TTY rau cov neeg tsis hnov lus zoo uas nyob sab tom qab koj daim npav ID.

ВНИМАНИЕ: Если вы говорите на другом языке, то вам доступны бесплатные услуги перевода. Позвоните в Отдел обслуживания по номеру, указанному на обратной стороне вашей идентификационной карточки участника.

PAUNAWA: Kung nagsasalita ka ng ibang lengguwahe, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tawagan ang numero ng Customer Service o TTY sa likod ng iyong member ID card.

સૂચના: જો તમે ગુજરાતી બોલતા હોવ તો તમારા માટે ભાષા સેવાઓ નિ:શુ ક ઉપલ ધ છે. તમારા સ ચપદ ઓભખપ રની (આઈ.ડી) પાછળની બાજુ પર આપેલ ગ્રાહક સેવાઓના નંબર અથવા TTY નંબર પર કોલ કરો.

ចំណាំ: ប្រសិនបើប្រាកដកម្មនិយាយជាភាសាខ្មែរ បសវាកម្មជំនួយម្តងភាសាមានលំដាប់សម្រាប់ប្រាកដកម្មបោកមិនគិតថ្លៃ។ សូមប្រាកដកម្ម របស់សវាកម្មជំនួយប្របលទូរស័ព្ទប្រាកដកម្មនិងកាតសមាជិករបស់ប្រាកដកម្ម។

ACHTUNG: Falls Sie eine andere Sprache sprechen, stehen Ihnen kostenlose Sprachdienste zur Verfügung. Rufen Sie die Nummer des Kundenservices oder von TTY an, die auf der Rückseite Ihrer Mitgliedskarte angegeben ist.

ध्यान दें: यदि आप दूसरी भाषा बोलते हैं, तो आपके लिए भाषा सहायता सेवाएं, मुफ्त में, उपलब्ध हैं। अपने सदस्य आईडी कार्ड के पीछे मौजूद ग्राहक सेवा या TTY नंबर पर कॉल करें।

ឡើងខ្លាប: ក្រុមការណ៍ជំនួយភាសាខ្មែរ, មិកាមបំណិកាមខ្ពស់ប្រើប្រាស់សេវាភាសាខ្មែរដោយឥតគិតថ្លៃ។ សូមប្រាកដកម្ម របស់សវាកម្មជំនួយប្របលទូរស័ព្ទប្រាកដកម្មនិងកាតសមាជិករបស់ប្រាកដកម្ម។

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。請撥打您會員 ID 卡背面的客服或 TTY 號的電話號碼。

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