



**of Tennessee**

plans for better health. plans for a better life.™

801 Pine Street  
Chattanooga, TN 37402

bcbst.com

Dear Member,

Looking for convenient way to purchase the prescription medications you take on a regular basis? Have them delivered straight to your home with Home Delivery from Caremark, the independent company that manages your pharmacy benefits for BlueCross BlueShield of Tennessee.

### **It's Easy**

With Home Delivery you can purchase up to a three-month supply of medications you take regularly and have them delivered to an address of your choice with free standard shipping. Registered pharmacists are available 24 hours a day, seven days a week to answer your questions, and you can order refills anytime online or by phone.

### **Getting Started**

Just take these steps to set up your Home Delivery account:

- Ask your doctor for two prescriptions: one for a short-term supply (for instance, 30 days) to fill at a participating retail pharmacy, and one for a three-month supply, with any allowed refills.
- Complete the prescription order form available in the pharmacy section of bcbst.com.
- Place your order
  - ◆ by calling Caremark at 1-866-443-9159 or
  - ◆ by sending a completed order form, your prescription and payment for your copay by check or money order, or your credit card number (VISA, MasterCard, Discover, or American Express) in the pre-addressed envelope.

Allow 10 to 14 days for your order to be processed and delivered. Information on the date of your next available prescription refill and the remaining number of refills is included with each of your orders.

To transition an existing prescription from a neighborhood pharmacy, simply call Caremark toll-free at 1-877-443-9159, and follow the steps detailed on the back of this letter.

### **Refills Made Easy**

Once your Home Delivery account is set up, you can order refills 24 hours a day, seven days a week online at [www.caremark.com](http://www.caremark.com), or by calling Caremark at 1-877-683-6837. All you need to place an order for a refill is your prescription number, five-digit zip code, and credit card number and expiration date.

You can learn more about your pharmacy benefits or find a network pharmacy on [bcbst.com](http://bcbst.com).

Best of health,

BlueCross BlueShield of Tennessee

## **Three Steps Get Your Home Delivery Account Started**

Getting started with Home Delivery is easy. If you are currently filling a prescription at a neighborhood pharmacy, simply call Caremark's FastStart program.

### **Step 1**

Call Caremark's FastStart program toll-free at 1-866-443-9159.

### **Step 2**

Let the Caremark representative know you wish to fill your prescription order using Home Delivery.

### **Step 3**

Give the Caremark representative the following information:

- Your group number from your BlueCross BlueShield of Tennessee member ID card
- The name of the medications you are ordering
- Your doctor's name and phone number
- Your shipping address
- Your credit card number

Caremark will contact your doctor to get your prescription. If your doctor authorizes the prescription, you should receive your order in 10 to 14 days from the time your order is placed. If there are any problems getting your prescription from your doctor, you will be notified.

**Please remember that Caremark's FastStart program should only be used for new Home Delivery orders. Refills can be ordered online at [www.caremark.com](http://www.caremark.com) or by calling 1-877-683-6837.**