



An Independent Licensee of the  
Blue Cross and Blue Shield Association

March 2018

## AllianceRx Walgreens Prime Final Name Change for Mail Order Pharmacy

Prime Therapeutics and Walgreens have created a new company, AllianceRx Walgreens Prime, and they're taking their final steps to rebrand the mail order pharmacy. This final change will be complete for mail order effective March 31, 2018.

### How We Are Communicating this Change to Your Patients

In the beginning of March, patients using mail order pharmacy will receive communications from AllianceRx Walgreens Prime about the mail order changes and the name update.

### Change and Effective Date

Current Pharmacy Service Type	New Pharmacy Service Type	Current Name	New Name	Effective Date
Mail Order	Home Delivery	PrimeMail	AllianceRx Walgreens Prime	March 31, 2018

### What's Staying the Same

- Refill reminders, customer service numbers, and hours of operation.

### What's Changing

- Service type name changes from 'mail order' to 'home delivery'
- Logos and URL on materials
- Return address, package inserts and receipts
- Prescription labels
- Mail order forms
- Boxes/bottles that hold the medication
- E-Prescription name

### Important Contact Information

Below you will find important contact information and what you need to do to make sure your patients receive the correct pharmacy services they need.

Pharmacy Type	Phone / Fax Numbers	What You Need to Know and Do
Prime Therapeutics Pharmacy Help Desk	Phone (commercial): (888) 877-6323  Phone (Medicare): (888) 877-6420	Use for general questions or more information on AllianceRx Walgreens Prime.
Prime Therapeutics Clinical Review of Non-Specialty and Specialty drugs	Phone: (888) 271-3183  Fax: (855) 212-8110	<ul style="list-style-type: none"><li>• Submit <b>any</b> Prior Authorization request via fax or phone.</li><li>• Status of <b>any</b> Prior Authorization request.</li><li>• Clarify coverage of particular medications.</li></ul>

Pharmacy Type	Phone / Fax Numbers	What You Need to Know and Do
AllianceRx Walgreens Prime for Home Delivery	Phone (commercial): (888) 849-7865  Phone (Medicare): (888) 849-7845  Fax: (800) 332-9581	<ul style="list-style-type: none"> <li>• Send e-Prescriptions to AllianceRx Walgreens Prime-Mail-AZ.</li> <li>• Fax in prescription order for home delivery medication:               <ul style="list-style-type: none"> <li>○ <a href="#">Home Delivery Fax Form</a></li> </ul> </li> <li>• Request status of patient's prescription order.</li> </ul>
AllianceRx Walgreens Prime for Specialty	Phone: (877) 627-6337  Fax: (877) 828-3939	<ul style="list-style-type: none"> <li>• Send e-Prescriptions to AllianceRx Walgreens Prime SPEC-FL .</li> <li>• Fax or call in prescription order for specialty medication:               <ul style="list-style-type: none"> <li>○ <a href="#">Specialty Order Form</a> (select Orlando, FL from the Pharmacy drop down menu)</li> </ul> </li> <li>• Update on status of prescription delivery for patient or your office.</li> </ul>

**For More Information**

If you have questions or need more information about this change, please call AllianceRx Walgreens Prime at the phone numbers listed above.