

Service Team Contact List

	Member Customer Service <i>Available 24/7</i> • Responsibilities: Available to assist members with their prescription questions. Benefits, Mail Order, Specialty, Coverage. • Phone: 855-371-9780
	Payer Matrix • Responsibilities: Assist members with specialty Select Savings (alternate funding) program questions and registration. <u>Members should always be directed to AEBRx Customer Service first</u>, as Prior Authorization needs to occur first, and scripts need to be sent into the Specialty pharmacy for processing. • Phone: 877-305-6202
Pharmacy Card Processing Information RxBIN: 017449 RxPCN: UNION RxGrp: AAEBRx Pharmacy Help Desk (pharmacy can call for assistance with processing): 855-371-9780	
AEBRx Formulary Look Up Tool https://web.primetherapeutics.com/member/documents Choose Formulary and Clinical Documents 2024 ACCORD Formulary Accord Formulary Look Up	
Mail Order Pharmacy Information Physician can E-Prescribe new scripts to: Prime Therapeutics Pharmacy LLC (Home Delivery, Orlando) Physician can fax new prescriptions to: 888-282-1349	
Specialty Pharmacy Information Physician can E-Prescribe new scripts to: Prime Therapeutics Pharmacy LLC (Specialty, Orlando) Physician can fax new prescriptions to: 866-364-2673	
Prior Authorization Physician can complete the online PA process through Covermymeds.com or complete the PA form (https://web.primetherapeutics.com/member/forms) fax to 800-424-3260.	
Member Portal Access https://aebrix.com/ click on Online Tools	
Prime Central Member App for Smart Phones Apple App Store: PrimeCentral (LevrX Technology, Inc) Android Play Store: PrimeCentral (LevrX Technology, Inc)	

HOME DELIVERY

Prime Therapeutics Pharmacy

If you take long-term medicines, you could save time and money with home delivery from Prime Therapeutics Pharmacy.

Simple ways to transfer your prescription

If you have an active prescription with remaining refills

Complete the **Home Delivery Order Form**^{1,2} and submit it through:



1.888.282.1349 or 1.888.656.7762



U.S. mail
Prime Therapeutics Pharmacy
P.O. Box 620968
Orlando, FL 32862

OR



1.800.424.8274 (TTY.711) Monday through Friday, 7 a.m. to 6 p.m. Central Time (CT) with your prescription and previous pharmacy info. Prime Therapeutics Pharmacy will request a transfer for you.

If you need a new prescription

Ask your prescriber to send your prescription to Prime Therapeutics Pharmacy. Prescribers can submit new prescriptions through one of three ways:

- **ePrescribe** to Prime Therapeutics Pharmacy LLC (Home Delivery, Salt Lake City), NPI 1609221647, Prime Therapeutics Pharmacy LLC (Home Delivery, Orlando), NPI 1558738864
- **Fax** the prescription to **1.888.282.1349**
- **Call** the prescription and patient info in to **1.800.424.8274**

Automatic refills

Call a patient care coordinator at **1.800.424.8274** to determine if your prescription is eligible to enroll in auto refills.



Benefits of home delivery with Prime Therapeutics Pharmacy



90-day supply



Dedicated customer support



Order reviewed by a registered pharmacist



Easy-to-use web portal to order refills

¹ Once the pharmacy receives a prescription, it can take 1-3 business days to appear in your available prescriptions through your patient portal (if available).

² Controlled substances will require you to contact your prescriber to request a new prescription.