



my **home** | my **health** | my **pharmacy**

PRIMEMAIL[®]

Welcome!

Right from your home, PrimeMail® makes your health a top priority. With PrimeMail, ordering and receiving your long-term medications is easier than ever. PrimeMail provides safe, fast and cost-effective pharmacy services that can save you time and money without sacrificing quality or care.

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Order prescriptions from the comfort of your home

PrimeMail delivers your medications to your door or wherever you choose in packaging that is:

- Plain-labeled for privacy
- Tamper-evident for safety
- Temperature-controlled to prevent spoilage when necessary

MY HOME

Know your health and safety are important to us

PrimeMail makes sure you receive the medicine you need. We take the time to:

- Closely review each prescription
- Provide important medication information
- Call you when your prescriptions are received and sent
- Remind you when your refill order is due

MY HEALTH

Trust that you are our top priority

PrimeMail is your pharmacy. You have access to your pharmacy 24 hours a day, seven days a week. With PrimeMail you are assured that your prescriptions are:

- Confirmed for accuracy and quality by registered pharmacists
- Checked by additional methods, including bar-code matching, photo-imaging and weight verification
- Tracked through dispensing, fulfillment and delivery so concerns can be addressed quickly and efficiently

MY PHARMACY

"I APPRECIATE THE EXPEDITIOUS SHIPMENT AND IT IS REALLY A GREAT SERVICE TO BE NOTIFIED WHEN MY PRESCRIPTION HAS BEEN RECEIVED AND SHIPPED."

PrimeMail Member*

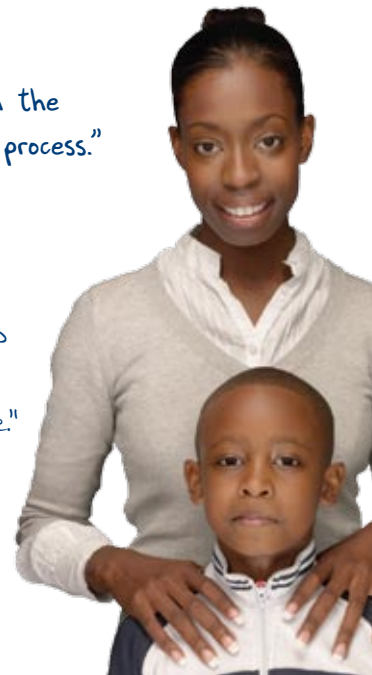


"I am so pleased with the online refill ordering process."

PrimeMail Member*

"I really like the web information. The web site is most helpful to my family and me."

PrimeMail Member*



"I love the fact that I can order medications for 90 days. It saves both time and money."

PrimeMail Member*



Start Using PrimeMail Today

STEP

1

Talk to your doctor

- Ask for a prescription for up to a 90-day supply of each of your long-term medications to send to PrimeMail
- Ask for a prescription for a one month supply to fill at a retail pharmacy for immediate use

STEP

2

Complete the PrimeMail order form

- Find PrimeMail forms at www.MyPrimeMail.com
OR call PrimeMail at 866.346.7200

STEP

3

Submit your order and payment

- Send through the mail OR ask your doctor to fax your prescription and completed order form to PrimeMail**
- Your PrimeMail pharmacy will notify you when your order is received and shipped
- Expect your medications in as few as five to eight business days after PrimeMail receives your order
- Refill due dates are shown on each prescription label

Refills are Easy with PrimeMail



FASTEST

Delivery in **3-5**
business days

Order refills online at
www.MyPrimeMail.com
or call PrimeMail's automated voice
response system at 866.346.7200



FAST

Delivery in **5-8**
business days

Order refills by fax at 888.214.1811



STANDARD

Delivery in **5-10**
business days

Order refills through the mail
using the prescription refill form
sent with your order

Our Commitment to You

PrimeMail is committed to ensuring that all of your prescription needs for your long-term medications are met. PrimeMail is here for you and ready to be your pharmacy.

Using PrimeMail is Easy

Learn more about PrimeMail at our easy-to-use member Web site

www.MyPrimeMail.com

Register today to:

- Order prescription refills
- Learn about generic drugs
- Track your prescription history

PrimeMail also provides an interactive automated voice response phone line for prescription refills at 866.346.7200.

Questions?

Call PrimeMail at **866.346.7200**

24 hours a day, seven days a week

TTY **866.346.7197**

Fax **888.214.1811**

** All comments included in this brochure are from PrimeMail users responding to the Prime Therapeutics Member Satisfaction Study conducted in February 2007 by Kenexa.*

*** PrimeMail cannot accept faxed prescriptions for controlled substances. These prescriptions must be mailed.*

