

Welcome to Florida Blue!

We're glad you're here.

The following information is provided to help you prepare for the start of your health plan coverage with Florida Blue. Please read this carefully to ensure you get the care you need and without delays.

Prescription Drugs

Before you go to the pharmacy, it's important to know about prescription drug and/or pharmacy requirements that may affect your prescription(s) when your coverage with Florida Blue begins.

The [Medication Guide](#) lists covered drugs and the requirements shown below that may apply. If you are currently taking one of these drugs, you may need to take action. With help from your doctor, you may choose an alternate drug with a new prescription, or your doctor can submit the applicable form below and request coverage for your current drug.

- **Prior Authorization (approval needed before a drug will be covered)**

Certain drugs require a **Prior Authorization** before they will be covered to ensure that they meet specific clinical and safety criteria. [Click here for Prior Authorization information and forms.](#) If you are taking a medication on this list, please ask your doctor to obtain an authorization.

- **Responsible Steps (step therapy for alternate drugs to try first)**

Most medical conditions have several drug options that have been approved by the FDA, which means there may be a lower cost drug that will effectively treat your condition. Please refer to the Medication Guide (see Responsible Steps Program). The Medication Guide can be accessed through Member Website by signing up [here](#). Certain drugs will **not be covered** unless you try another FDA approved drug first, or have an authorization. [Click here for Responsible Steps information and forms.](#)

Mail Order Prescription Drugs

If you get prescriptions through mail order, you will need a new prescription from your doctor. You can submit a new prescription before your coverage with Florida Blue begins, so that it can be filled on or after your effective date. Simply complete a [New Prescription Order Form](#) and send it, along with the prescription, to our mail order administrator, PrimeMail®, **about two weeks before your effective date.**

If you have questions or need assistance on how to transition a prescription to PrimeMail, please call our customer service team at **1-800-664-5295**.

Helpful tip: After your plan is effective, you can log in at [floridablue.com](#) to compare drug prices, find generic equivalents, get coverage requirements and more. It's good to know, before you go to the pharmacy.

Specialty Medications and Caremark

Certain self-administered specialty drugs such as injectable, infused, oral or inhaled drugs, and medications prescribed for the treatment of infertility must be obtained from CVS Caremark Specialty Pharmacy. These medications are not covered at retail pharmacies or through mail order. To determine if your medication is a self-administered specialty drug, see the [Medication Guide](#) or click [here](#) for a list.

If your medication is a self-administered specialty drug, please have your physician call Caremark toll-free at **1-866-278-5108**. Several specialty medications require prior authorization.

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Durable Medical Equipment, Home Health Services/ Home Infusion and Medical Supplies

CareCentrix, Inc. coordinates the following services and supplies on behalf of Florida Blue members; home health care, home infusion therapy, and durable medical equipment and supplies.

If you are currently using these services or supplies, and will need them once your coverage with Florida Blue begins, there are steps that must be taken to transition them to CareCentrix.

For assistance, please call Customer Service at **1-800-664-5295**. You or your health care provider may also call the CareCentrix Transition Team at **1-866-776-4617**, Monday through Friday, from 8:00 a.m. EST to 5:00 p.m. EST, and a representative will be happy to assist you.

Behavioral Health and Substance Dependency Treatment

New Directions Behavioral Health manages behavioral health and substance dependency benefits and services on behalf of Florida Blue members.

If you are currently receiving these services and will need them once your coverage with Florida Blue begins, please call our Customer Service team at **1-800-664-5295**. A representative will walk you through the steps to ensure that your care is transitioned to New Directions.

We're here to help you.

If you have any questions, please call the toll-free Customer Service number on your Member ID card, or stop by a [Florida Blue Center](#) (Florida Only).

Your Customer Service Team

Florida Blue

Si desea hablar sobre esta carta en español con uno de nuestros representantes, por favor llame al número de atención al cliente indicado en su tarjeta de asegurado y pida ser transferido a un representante bilingüe

Florida Blue 
In the pursuit of health®

Health insurance is offered by Blue Cross and Blue Shield of Florida (BCBSF), D/B/A Florida Blue. HMO coverage is offered by Health Options Inc., D/B/A Florida Blue HMO, an HMO subsidiary of BCBSF. Dental, Life and Disability are offered by Florida Combined Life, an affiliate of BCBSF. These companies are Independent Licensees of the Blue Cross and Blue Shield Association. USABLE Life is an independent company and operates separately from Florida Blue. USABLE Life does not sell or service Florida Blue products.