

# Mail order drug program

Chances are your Blue Cross and Blue Shield of North Carolina prescription drug benefit is provided through Medco Health, Inc. If so, you may want to take advantage of the services offered by Medco Health's mail order pharmacy (Home Delivery Service). Note: not all members have access to Medco Health's Home Delivery Service. One way to check is to look for "Paid BNCDRUG" listed on your ID card next to "Rx Service:".

You can use Medco Health's Home Delivery Service two ways:

- Call at **1-800-711-0926**
- Visit the Web site: [Medcohealth.com](http://Medcohealth.com)

The table below highlights the features of Home Delivery Services that are available online versus over the phone.

Features	Phone	Online
Order refills	Yes	Yes
Renew prescriptions	Yes	Yes
Check order status	Yes	Yes
Check mail order account status	Yes	Yes
Request mail order forms and envelopes	Yes	Yes
View prescription claims history (local and mail order)		Yes
Prescription drug pricing and coverage information		Yes
Find a participating pharmacy (NC and nationwide)	Yes	Yes
View summary of prescription drug benefit		Yes
Find health and wellness articles		Yes
Drug information		Yes

## Registration and Login for medcohealth.com<sup>TM</sup>

To access the above features online at Medcohealth.com, you will first need to register and login using a login and password that you choose. The registration process will ask you for your member ID which can be found on your Blue Cross and Blue Shield ID card (enter the last 9 digits beginning with the W).

## MedcoHealth.com offers the following services:

### Mail order transactions

Order refills. Renew prescriptions. Check your order status. Check your account status. Now you can do all these things online through MedcoHealth.com. It's a simple way to conduct all your mail order business with Medco Health's Home Delivery Service.

### View your prescription claims history

Need an easy way to keep track of all your prescriptions for tax purposes? Whatever your reason, now you can view

your prescription claims history online. You'll be able to review them through both your local retail pharmacies or Medco Health's Home Delivery Service.

#### Drug coverage information

Want to know how much that new prescription will cost? Check out the drug coverage feature to find out how much your prescription copayment will be at either your retail pharmacy or through Medco Health's Home Delivery Service.

#### Search for participating pharmacies

The pharmacy search at MedcoHealth.com lets you search for participating pharmacies across the nation, not just those in North Carolina. So whether you live in areas close to our borders, in other states, or just want to know if there is a participating pharmacy in the area you may be vacationing, visit the pharmacy search on MedcoHealth.com.

#### Technical Support

[Medcohealth.com](http://Medcohealth.com) provides technical assistance with any problems you may experience on their Web site by sending an online inquiry or by calling their toll free number (800-711-0926). However, for any issues with your benefits (i.e. rejected prescription claim, paid greater than your expected copayment, eligibility inquiries, etc.) please contact BCBSNC Customer Services at the phone number listed on the back of your identification card.

[Go to MedcoHealth.com](http://Go.to/MedcoHealth.com)

\* Some programs are available to members of specific plans only. Check your plan's specific benefits to see if you are eligible.