

Frequently Asked Questions About Your EmblemHealth Prescription Benefits Commercial Plans

Key Points:

- You don't need to use any online tools to fill a prescription – you can always just go to your pharmacy with your member ID card.
- If you want to see your member information and pharmacy benefits online, simply sign in to your member portal at [myEmblemHealth](#). Click on the “Go to Prime Therapeutics” button in the pharmacy tab to access the PrimeCentral™ member portal.
- Prime Therapeutics™ and Amazon Pharmacy are two different companies.
- You don't need an Amazon Prime membership to get home delivery of your drugs through Amazon Pharmacy.

Frequently Asked Questions

1. Who is Prime Therapeutics?

Technology

2. Why are there multiple member portals, like PrimeCentral™ and myEmblemHealth?
3. How do I access PrimeCentral™ through the myEmblemHealth member portal?
4. My access is not working to the PrimeCentral™ member portal – what do I do?
5. Why does the PrimeCentral™ website or app only show a 30-day supply in the Medications Search?
6. Who is Levrx and why do they appear in my PrimeCentral™ portal or communications?
7. The dependent information I see in the EmblemHealth and PrimeCentral™ portals is different. How do I access my dependent's information?

My Prescription Drug Benefits

8. Can I get a 90-day supply at a retail pharmacy?
9. I did not get my member ID card. Who do I call?
10. If I get prescription drug coverage through EmblemHealth, will my drugs be covered under my 2026 plan?
11. I have refills for my medicine left. How do I get them filled?
12. Do I need to get a new prior authorization for my already approved medicine?
13. As a patient, do I need to do anything to get prior authorization?
14. How do I request a formulary exception?
15. Where do I tell my doctor to send my prescriptions?
16. How do I sign up for Amazon Pharmacy home delivery?
17. What is FlexPreference?
18. How was my FlexPreference option chosen?
19. How do I change my FlexPreference Option?

General Information

20. Where can I find general information about my pharmacy coverage and plan benefits?
21. I need more help, who can I call?

1. Who is Prime Therapeutics?

Starting January 1, 2026, Prime Therapeutics is EmblemHealth's new pharmacy benefits manager. EmblemHealth and Prime Therapeutics work together to make sure members get the medicines they need to feel better and live well. Amazon Pharmacy is the mail-order service for Prime Therapeutics. (Note: Prime Therapeutics is not related to Amazon Prime.)

Technology

Note: You don't need to use any online tools to fill a prescription – you can always go to your pharmacy with your member ID card. If you would like to see your member information online, you can use the member portals described below.

2. Why are there multiple member portals, like PrimeCentral™ and myEmblemHealth?

Your **myEmblemHealth** member portal provides important details about your health insurance benefits. This includes your medical and pharmacy benefits information. You can use the PrimeCentral™ member portal if you want more specific detail on your pharmacy benefits and the ability to manage your individual prescription information. Using the PrimeCentral™ member portal also allows you to look at medications, dosages, and pharmacies, transfer prescriptions, and go to your mail order pharmacy.

3. How do I access PrimeCentral™ through the myEmblemHealth member portal?

myEmblemHealth provides more information than just details on pharmacy benefits.

1. Members can sign in to their member portal at **myEmblemHealth**.
2. Click on the “Go to Prime Therapeutics” button in the pharmacy tab. This will take you directly to PrimeCentral™.
Note: “Find a Pharmacy,” “Prescription History,” “Manage Account,” “Manage Home Delivery,” “View Benefits,” and “Price a Drug” will also bring you directly to PrimeCentral™.
3. Additional registration on the PrimeCentral™ site **is not** required.

4. My access is not working to the PrimeCentral™ member portal – what do I do?

If you are trying to access PrimeCentral™ and are not able to get into the system, please contact PrimeCentral™ technical support at **866-394-0513**. Please note: benefit-specific questions should be directed to the number on the back of your member ID card.

5. Why does the PrimeCentral™ website or app only show a 30-day supply in the Medications Search?

You can sign in to your profile to understand the details about your specific coverage and costs beyond just a 30-day supply. If you have not yet signed in to your profile, the website only shows if a medicine is on the formulary for your plan and the tier.

6. Who is LevrX and why do they appear in my PrimeCentral™ portal or communications?

The Prime Therapeutics portal, PrimeCentral™, is powered by LevrX, a technology company. You may see their name or logo on some materials or communications.

7. The dependent information I see in the EmblemHealth and PrimeCentral™ portals is different. How do I access my dependent's information?

EmblemHealth member portal: A subscriber who registers for the EmblemHealth member portal can see their information and information for dependents under the age of 18. The subscriber can see limited information for any dependents over the age of 18 to protect their privacy. If a subscriber wants to view full information for a dependent 18 years or older, the subscriber needs permission from the dependent. The dependent needs to register their own account and grant full access to the subscriber by following these steps:

1. Go to "Account Settings."
2. Under "Account Information," see the section titled, "Who Can See Your Information."
3. From there, edit via a checkbox which members within the subscriber's account have permission to view some claims information, benefit use, ID cards, PCP information, and more.

PrimeCentral™ member portal: A subscriber who registers for the PrimeCentral™ member portal can see their information and information for dependents under the age of 13. Here's how the subscriber can find dependent information:

1. Sign in to PrimeCentral™ either from the EmblemHealth member portal or directly from the PrimeCentral™ website or app.
2. Select "Menu" and then select the "Family Sharing" option.
3. You can then select any member under the age of 13 who has pharmacy benefits under the subscriber.

Note: Any member over the age of 13, even if they are a dependent of the subscriber, must create a separate account for the PrimeCentral™ member portal.

8. Can I get a 90-day supply at a retail pharmacy?

Retail 90-day prescriptions are filled at: Walgreens or CVS (see question #17, "What is FlexPreference?"); Wal-Mart; Costco; Rite-Aid; Sam's Club; Stop & Shop Pharmacy; Wegmans Food Markets, Inc.; New York Cancer & Blood Specialists; Genoa Healthcare, LLC; Hannaford Food and Drug; Hannaford Supermarket & Pharmacy; Kinney Drugs; Price Chopper Pharmacy; Quick Rx; Tops Pharmacy; and others. **Find a pharmacy near you.**

You can also use mail order and get your 90-day prescriptions filled through **Amazon Pharmacy.**

9. I did not get my member ID card. Who do I call?

If you haven't gotten your new ID card, call us at **877-793-6253** (TTY: **711**). Our hours are Monday through Friday 8 a.m. to 6 p.m.; Saturday and Sunday 10 a.m. to 1 p.m.

My Prescription Drug Benefits

10. If I get prescription drug coverage through EmblemHealth, will my drugs be covered under my 2026 plan?

Generally, yes, most of your drugs will be covered under your 2026 plan. However, every year, we review our formulary (drug list) to update the drugs your plan will cover and the drugs we cover do change a little every year. Our formulary has changed for 2026. If we changed coverage for any formulary medicine you are taking, you may have or will receive a letter from Prime Therapeutics. If the medicine you are currently taking will no longer be covered by your plan, the letter will provide instructions and alternatives to bring to your doctor. The letter will also tell you if the medicine you are taking requires prior authorization or step therapy. If you have an existing authorization for a covered drug, the authorization will remain in effect until the original expiration date. No further action is required.

11. I have refills for my medicine left. How do I get them filled?

Retail pharmacy: There's no need to get a new script. Simply bring your new member ID card to your network pharmacy. They can use the new information to refill your prescription. If you received a letter about your retail pharmacy being out of our network, you can find a new one [here](#). Your new pharmacy can have your prescriptions transferred.

Mail order: Convenient home delivery is available. You can use Amazon Pharmacy to get your drugs delivered to your door. We have transferred already your Express Scripts Pharmacy prescription for you, including your remaining refills.

12. Do I need to get a new prior authorization for my previously approved medicine?

No, if you have an existing prior authorization for a covered drug, the prior authorization will remain in effect until the original expiration date. After that date, a new prior authorization may be required. Please continue to take your medicine as your doctor prescribed. Note: if your medicine did not require a prior authorization last year but now it does, you may have received a notice to start the prior authorization process, which includes reaching out to your doctor.

13. As a patient, do I need to do anything to get prior authorization?

Generally no. The prior authorization process is usually between your doctor, pharmacy, and health insurance. Your doctor will answer questions or submit information so we can review the request. If your medicine needs prior authorization, you can see details on the PrimeCentral™ member portal: go to "Menu" in the upper right corner, select "Member Resources," then select "Resource Type," and choose "Prior Authorizations" from the list. Note: while the prior authorization process is typically between the pharmacy and your doctor, if your medicine now needs prior authorization, it is a good idea to reach out to your doctor.

14. How do I request a formulary exception?

If your medicine is not on the formulary and your doctor believes there are no appropriate covered alternatives, your doctor may request an exception to our formulary. Your doctor can submit a Coverage Exception request with a statement by phone, fax, mail, or the provider portal:

Phone: **866-799-7919** (TTY: **711**)

Fax: **855-212-8110**

Mail: Prime Therapeutics LLC

2900 Ames Crossing Road, Suite 200

Eagan, MN 55121

Provider portal: covermymeds.com or covermymeds.health.

15. Where do I tell my doctor to send my prescriptions?

Your doctor can send your prescription to the retail pharmacy of your choice. If your doctor is ordering a mail order supply, they can send the prescription to Amazon Pharmacy (fax: **512-884-5981**).

16. How do I sign up for Amazon Pharmacy home delivery?

Amazon Pharmacy is now included in your pharmacy benefit plan. With Amazon Pharmacy, you can expect:

- Easy online sign-up.
- Free home delivery in five days or less.
- 24/7 help from a pharmacist; you can also talk or chat with a customer care representative to ask general questions.
- Clear pricing and easy, automatic refills (optional).
- The ability to manage your medicine and order history online.

You can purchase your prescription drugs using either your insurance copay, your rider benefits, or Amazon Pharmacy's MedsYourWay discount pricing.

Getting started is easy:

1. Go to amazon.com/emblemhealth to sign up.
2. If you have an active home delivery prescription with eligible refills, it was automatically transferred to Amazon Pharmacy.
3. For new prescriptions, ask your doctor to e-prescribe directly to Amazon Pharmacy.

Reminder: You don't need an Amazon Prime account to get home delivery.

FlexPreference Program

17. What is FlexPreference?

Your pharmacy coverage under the Preferred Network also includes a program called FlexPreference where you pick a pharmacy option — either Walgreens/Duane Reade or CVS Pharmacy. **This does not change your ability to use other pharmacies (outside of CVS or Walgreens) in your network or home delivery through Amazon Pharmacy.** Each covered family member can choose a different FlexPreference option.

- If you pick Option 1 – Walgreens will be in network, CVS will be out of network.
- If you pick Option 2 – CVS will be in network, Walgreens/Duane Read will be out of network.

18. How was my FlexPreference option chosen?

If we had information about which pharmacy you use, we set your option by looking at where you recently filled your medicine:

- If you or a covered family member filled a medicine at CVS or Walgreens, we picked the option based on where you filled the most medicines.
- If you are a new member, haven't filled any medicines, or haven't filled a prescription at a national retail chain, we set your pharmacy to Option 1 – Walgreens.

19. How do I change my FlexPreference Option?

You can change your pharmacy option before January 31, 2026. To make a change, call us at **877-793-6253** (TTY: **711**). After that, you can make one pharmacy change during your benefit year or when you have a qualifying life event. A qualifying life event is a major change in your life (like getting married) that lets you change your health insurance plan outside the yearly open enrollment period (you can call us if you have questions about qualifying events). The change starts the next day and lasts until the last day of your benefit year.

General Information

20. Where can I find general information about my pharmacy coverage and plan benefits?

To find general information about your pharmacy coverage, visit the **[Member Resources Pharmacy page](#)** on our website.

21. I need more help, who can I call?

For more information about your 2026 pharmacy benefits, call **877-793-6253** (TTY: **711**), Monday through Friday, 8 a.m. to 6 p.m.; Saturday and Sunday 10 a.m. to 1 p.m.

For more information about Amazon Pharmacy, call **844-536-4074** (TTY: **711**), 24 hours a day, seven days a week.