

City of New York Senior Care PDP Members

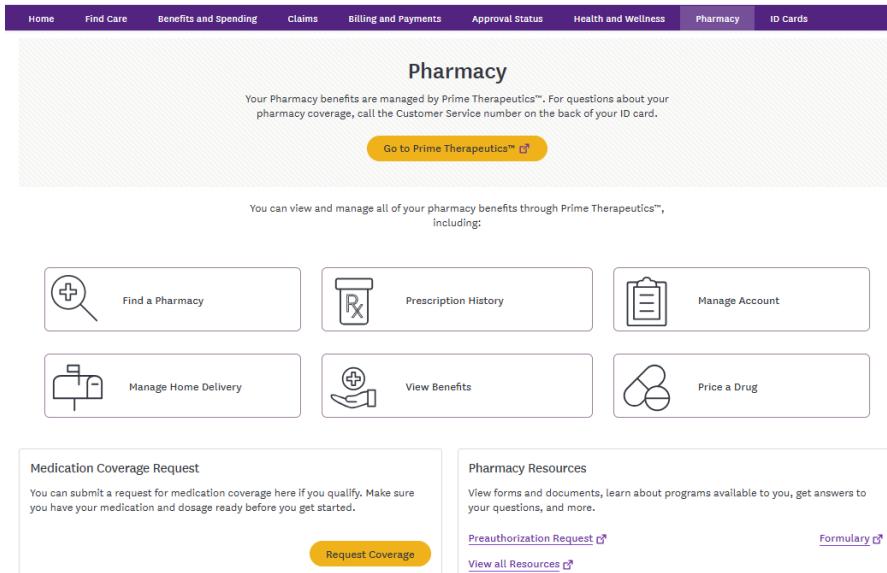
What You Need To Know About Your Prescription Drug Coverage

Important information:

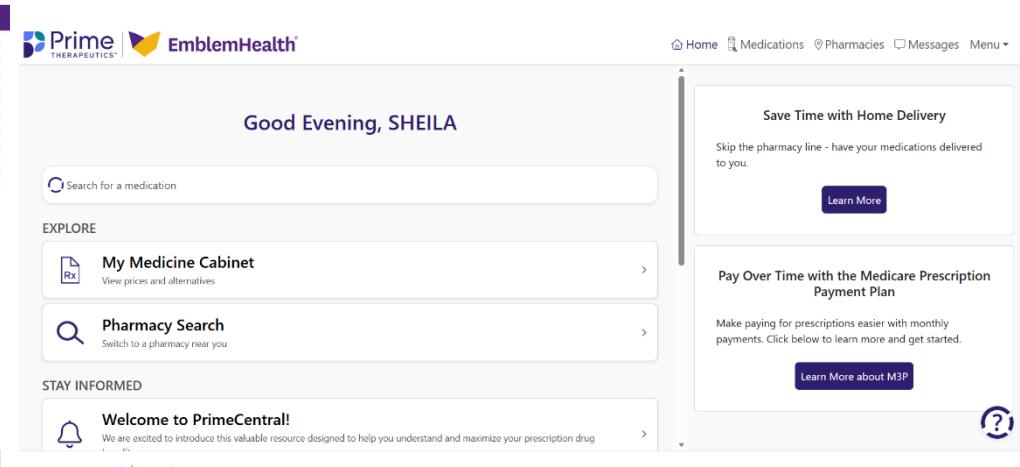
- Using the online portal or app **is not** required to fill your prescriptions.
- You can still fill your prescriptions at your local retail pharmacy or get home delivery through Express Scripts® Mail Order Pharmacy or Amazon Pharmacy.
- You can use the [**MyEmblemHealth member portal**](#) to visit PrimeCentral™ and sign in to view and manage your prescriptions.
- An Amazon Prime membership is not required to get your prescriptions by home delivery.

How to visit PrimeCentral through your **MyEmblemHealth member portal**:

1. Senior Care PDP and Medicare members can sign in to their member portal at [**my.emblemhealth.com**](http://my.emblemhealth.com).
2. Click on the **Go to Prime Therapeutics** button in the **pharmacy** tab. This will take you directly to PrimeCentral.
3. Additional registration on the PrimeCentral site **is not** required.



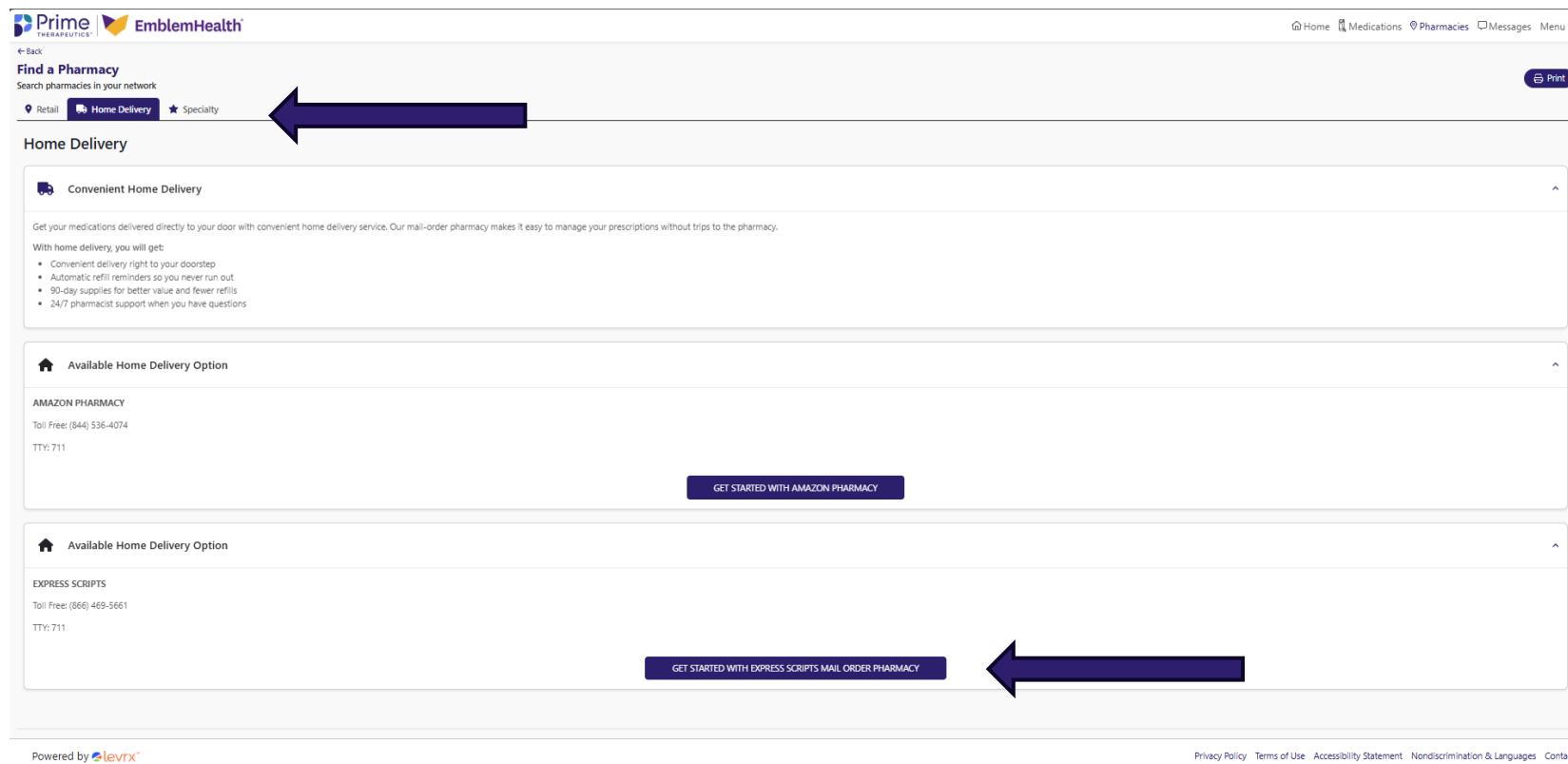
The screenshot shows the 'Pharmacy' tab of the MyEmblemHealth member portal. At the top, there is a navigation bar with links for Home, Find Care, Benefits and Spending, Claims, Billing and Payments, Approval Status, Health and Wellness, Pharmacy, and ID Cards. Below the navigation bar, the 'Pharmacy' tab is selected. A sub-header 'Pharmacy' is displayed, with a note: 'Your Pharmacy benefits are managed by Prime Therapeutics™. For questions about your pharmacy coverage, call the Customer Service number on the back of your ID card.' A yellow button labeled 'Go to Prime Therapeutics™' with a magnifying glass icon is present. Below this, a message says: 'You can view and manage all of your pharmacy benefits through Prime Therapeutics™, including:'. There are six buttons for 'Find a Pharmacy', 'Prescription History', 'Manage Account', 'Manage Home Delivery', 'View Benefits', and 'Price a Drug'. At the bottom, there are two boxes: 'Medication Coverage Request' and 'Pharmacy Resources', each with a 'Request Coverage' or 'View all Resources' button.



The screenshot shows the PrimeCentral website. At the top, there is a navigation bar with links for Home, Medications, Pharmacies, Messages, and Menu. The main header features the 'Prime THERAPEUTICS' and 'EmblemHealth' logos. A greeting 'Good Evening, SHEILA' is displayed. Below the greeting, there is a search bar with the placeholder 'Search for a medication'. A 'EXPLORE' section includes 'My Medicine Cabinet' (View prices and alternatives) and 'Pharmacy Search' (Switch to a pharmacy near you). A 'STAY INFORMED' section features a 'Welcome to PrimeCentral!' box with the text: 'We are excited to introduce this valuable resource designed to help you understand and maximize your prescription drug coverage.' A sidebar on the right is titled 'Save Time with Home Delivery' with the subtext 'Skip the pharmacy line - have your medications delivered to you.' and a 'Learn More' button. Another sidebar titled 'Pay Over Time with the Medicare Prescription Payment Plan' with the subtext 'Make paying for prescriptions easier with monthly payments. Click below to learn more and get started.' and a 'Learn More about MPP' button.

Convenient Home Delivery

Members have the choice to use any mail order pharmacy (for example, Express Scripts Mail Order Pharmacy or Amazon Pharmacy). You will find this option on the PrimeCentral portal. If you were using Express Scripts Mail Order Pharmacy last year and want to continue, you can, but you will need to access information through PrimeCentral.



Prime Therapeutics® EmblemHealth®

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Find a Pharmacy

Search pharmacies in your network

Home Delivery

Retail Home Delivery Specialty

Convenient Home Delivery

Get your medications delivered directly to your door with convenient home delivery service. Our mail-order pharmacy makes it easy to manage your prescriptions without trips to the pharmacy.

With home delivery, you will get:

- Convenient delivery right to your doorstep
- Automatic refill reminders so you never run out
- 90-day supplies for better value and fewer refills
- 24/7 pharmacist support when you have questions

Available Home Delivery Option

AMAZON PHARMACY

Toll Free: (844) 536-4074

TTY: 711

GET STARTED WITH AMAZON PHARMACY

Available Home Delivery Option

EXPRESS SCRIPTS

Toll Free: (866) 469-5661

TTY: 711

GET STARTED WITH EXPRESS SCRIPTS MAIL ORDER PHARMACY

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To visit Express Scripts Pharmacy from PrimeCentral:

1. You can click the **GET STARTED WITH EXPRESS SCRIPTS MAIL ORDER PHARMACY** button from the PrimeCentral portal by visiting my.emblemhealth.com or primecentral.com (see image above). Or you can visit Express Scripts Pharmacy at express-scripts.com/rx.
2. To see your active prescriptions, select **Prime coverage (2026)**.
3. **Reminder:** Controlled substances, specialty medicines, and some seasonal or over-the-counter medicines are not available through home delivery.

Automatic refills for home delivery medicines

Once you select a mail order pharmacy (for example, Express Scripts Pharmacy or Amazon Pharmacy), you can enable automatic refills for your prescriptions. The mail order pharmacy will contact your doctor for your refills when needed and will let you know via email, letter, or text message when they are requesting refills. Once the doctor authorizes your prescription, it will be delivered to you.

Need Help?

1. For Express Scripts order pharmacy assistance, call **866.325.5236** (TTY: **711**).
2. For more information about Amazon Pharmacy, call **844.536.4074** (TTY: **711**).
3. For more information about your 2026 plan pharmacy benefits, call Prime Therapeutics at **833.998.5351** (TTY: **711**).