



EmblemHealth®



Prime
THERAPEUTICS™

City of NY Senior Care Members

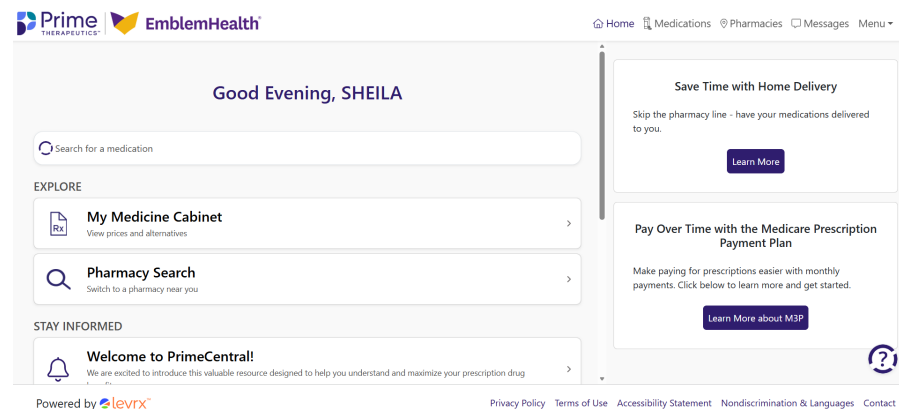
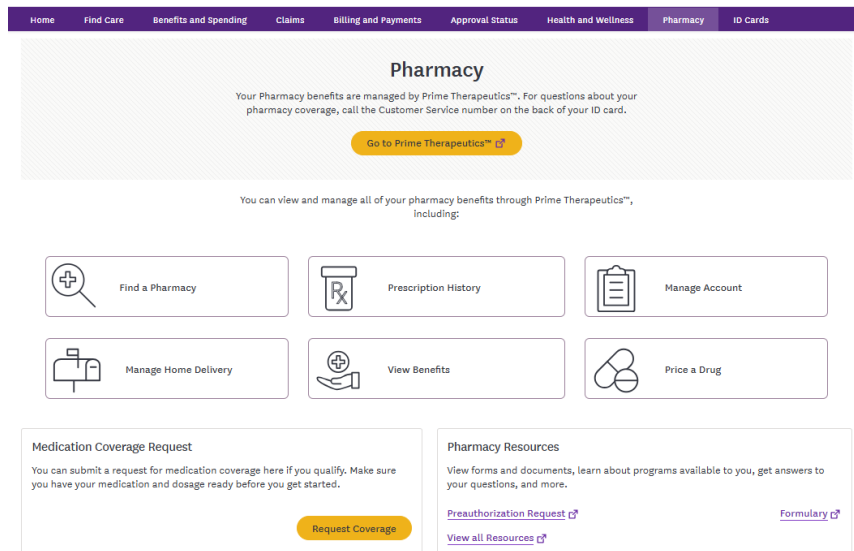
What You Need to Know about your Prescription Drug Coverage

You can use the [MyEmblemHealth member portal](#) to access PrimeCentral™ and log in to view and manage your prescriptions. **You *do not need to use the portal or mobile app to fill your medications.***

To contact Prime Therapeutics for 2026 benefit support, call **833.998.5351** (TTY: 711).

How to Access PrimeCentral™ through your MyEmblemHealth member portal:

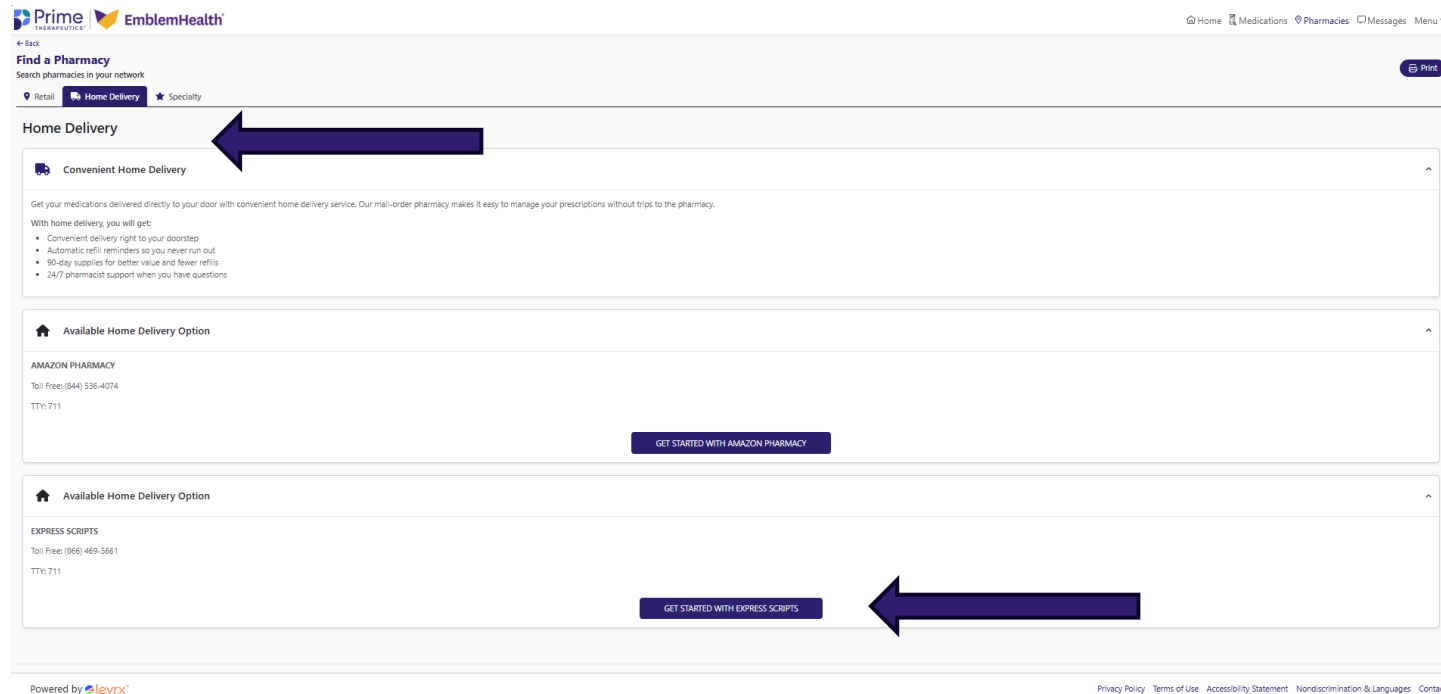
1. PDP and Medicare Members can log in to their member portal at my.emblemhealth.com.
2. Click on the **Go to Prime Therapeutics** button in the **pharmacy** tab. This will take you directly to PrimeCentral™.



3. Additional registration on the PrimeCentral™ site is **not** required.

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™.



To access Express Scripts Mail Order Pharmacy from PrimeCentral™:

1. You can click the **Get Started with Express Scripts** button from the PrimeCentral™ portal (by accessing my.emblemhealth.com or primecentral.com) - see image above – or, you can go to the Express Scripts mail order pharmacy webpage (express-scripts.com/rx).
2. To see your active prescriptions, Select **Prime coverage (2026)**.

Automatic refills for home delivery medications:

Once you select a mail order pharmacy (for example, Express Scripts mail order 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.

Important information

1. If you previously used Express Scripts mail order pharmacy, **your prescription information is now in PrimeCentral™**. This allows you to access the Express Scripts mail order pharmacy webpage for refills and more.
2. Previously, an issue accessing Express Scripts happened and was resolved. We worked to create a special support phone number for **Express Scripts order pharmacy assistance. Members can call 866.325.5236**.
3. For more information about Amazon Pharmacy, call **844.536.4074**.
4. Controlled substances, specialty medications, and some seasonal or over the counter medications are not available through home delivery.
5. For more information about your 2026 plan pharmacy benefits, call Prime Therapeutics at **833.998.5351 (TTY: 711)**.