

## City of NY Senior Care Members

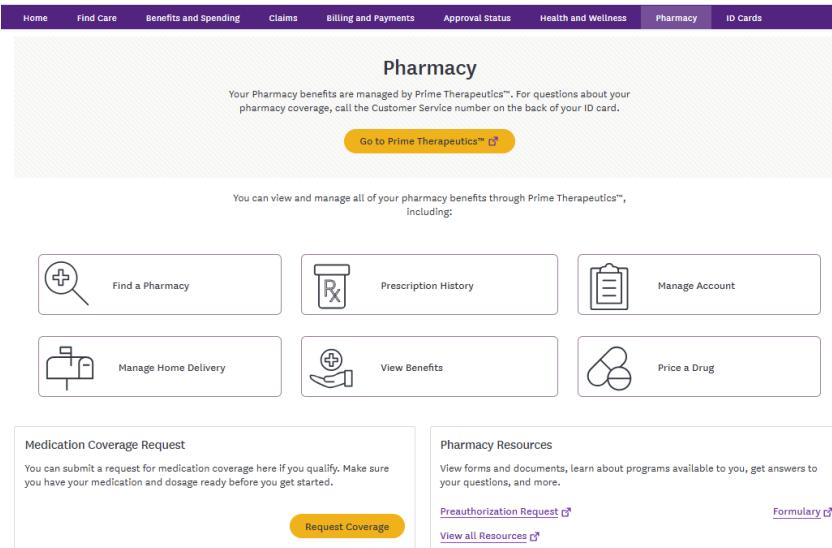
### What You Need to Know about your Prescription Drug Coverage

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™.

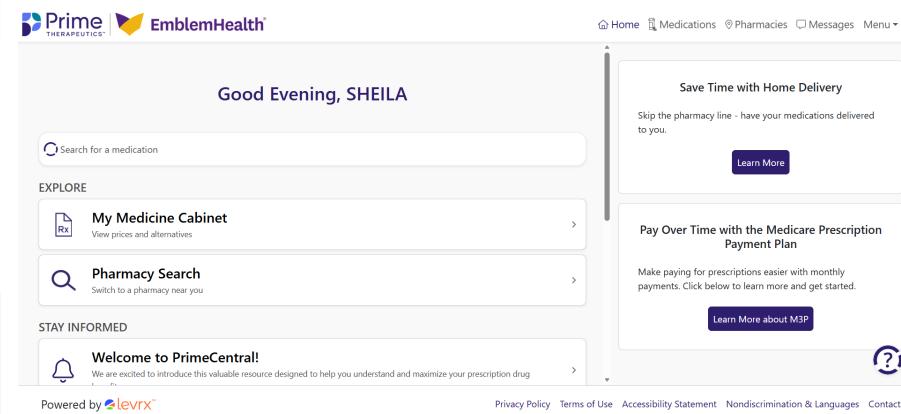


The screenshot shows the 'Pharmacy' tab of the MyEmblemHealth member portal. At the top, there is a navigation bar with links for Home, Find Care, Benefits and Spending, Claims, Billing and Payments, Approval Status, Health and Wellness, Pharmacy, and ID Cards. Below the navigation bar, the 'Pharmacy' section is displayed with the following content:

- Pharmacy**: 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.
- Go to Prime Therapeutics™** button.
- You can view and manage all of your pharmacy benefits through Prime Therapeutics™, including:**

  - Find a Pharmacy
  - Prescription History
  - Manage Account
  - Manage Home Delivery
  - View Benefits
  - Price a Drug

- Medication Coverage Request**: You can submit a request for medication coverage here if you qualify. Make sure you have your medication and dosage ready before you get started. **Request Coverage** button.
- Pharmacy Resources**: View forms and documents, learn about programs available to you, get answers to your questions, and more. **Preadmission Request** and **Formulary** buttons.



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 content area is personalized for 'Good Evening, SHEILA'.

**Prime THERAPEUTICS™ | EmblemHealth®**

**Good Evening, SHEILA**

**SEARCH** Search for a medication

**EXPLORE**

- My Medicine Cabinet** View prices and alternatives
- Pharmacy Search** Switch to a pharmacy near you

**STAY INFORMED**

- Welcome to PrimeCentral!** We are excited to introduce this valuable resource designed to help you understand and maximize your prescription drug

Powered by  [Levrx](#)

Save Time with Home Delivery  
Skip the pharmacy line - have your medications delivered to you. [Learn More](#)

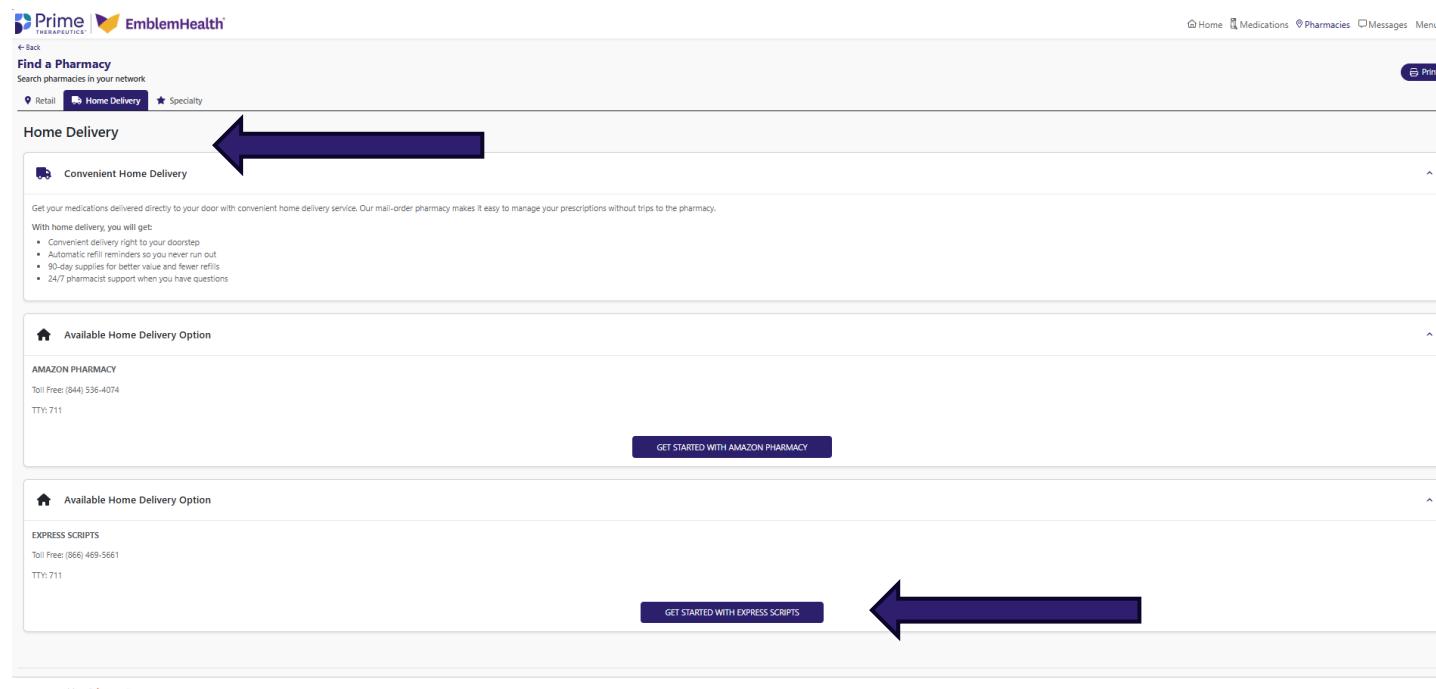
Pay Over Time with the Medicare Prescription Payment Plan  
Make paying for prescriptions easier with monthly payments. Click below to learn more and get started. [Learn More about MPP](#)

[Privacy Policy](#) [Terms of Use](#) [Accessibility Statement](#) [Nondiscrimination & Languages](#) [Contact](#)

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™.



Prime Therapeutics EmblemHealth

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Find a Pharmacy

Search pharmacies in your network

Home Delivery

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

Powered by LevRx

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### 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](http://my.emblemhealth.com) or [primecentral.com](http://primecentral.com)) - see image above – or, you can go to the Express Scripts mail order pharmacy webpage ([express-scripts.com/rx](http://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).