



EmblemHealth®



Prime
THERAPEUTICS™

New York City Employees PPO (NYCE PPO) 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 Amazon Pharmacy.
- You can use the [NYCE PPO 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.

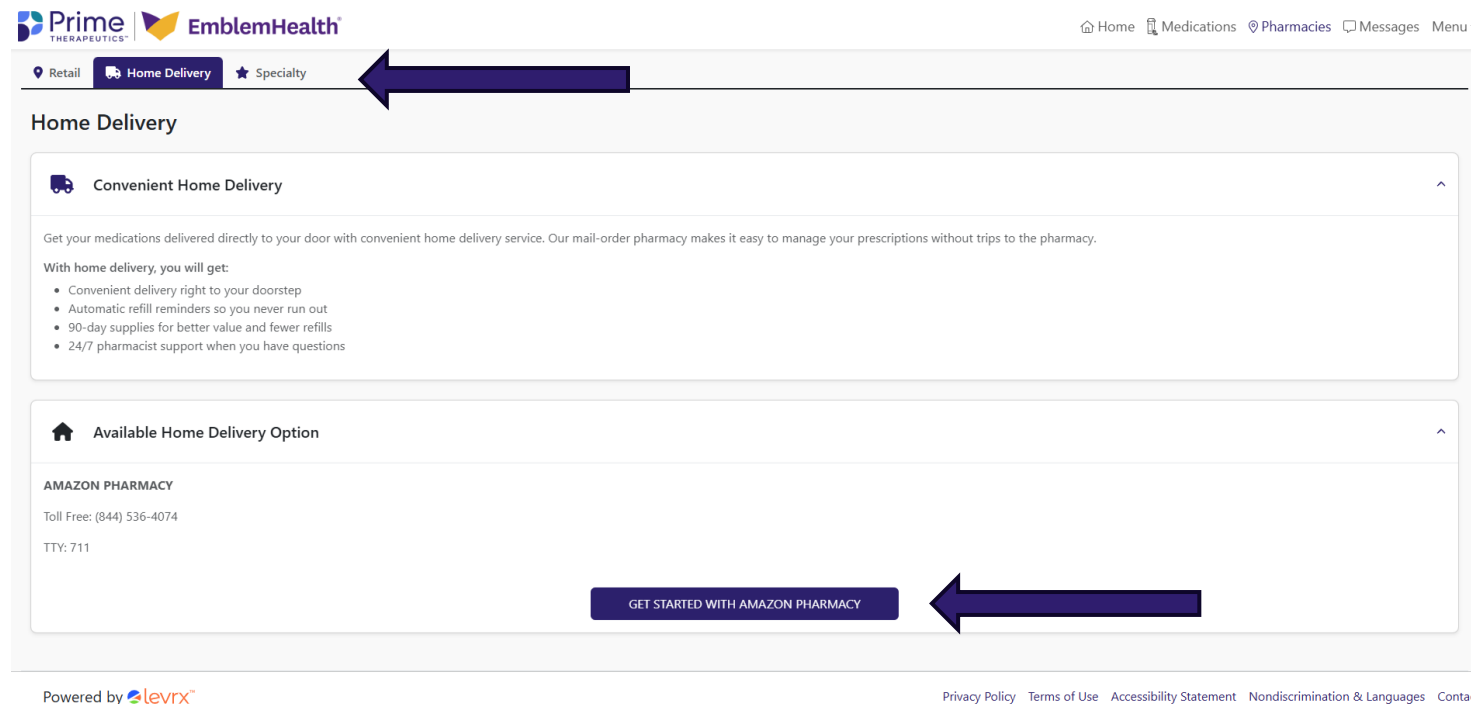
How to visit PrimeCentral through your NYCE PPO member portal:

1. NYCE PPO members can sign in to their member portal at nyceppo.com/sign-in.
2. After signing in, select **Pharmacy** from the purple navigation bar, then select **Visit the pharmacy** to sign in to Prime Therapeutics. This will take you directly to PrimeCentral.
3. Additional registration on the PrimeCentral site **is not** required.

The screenshot displays the member portal interface. At the top, the EmblemHealth and UnitedHealthcare logos are visible alongside navigation links: Home, ID card, Things to do, and Message center. A purple navigation bar contains links for Claims and EOBs, Coverage and benefits, Find costs and care, Health center, and Pharmacy. The Pharmacy link is expanded, showing a dropdown menu with the option 'Visit the pharmacy'. Below the navigation bar, the user is greeted with 'Hi, Member ID: [redacted], Group Name: City of New York, Group Number: 76417151'. The 'Your things to do' section includes buttons for 'Set your personalized email address' and 'Add your mobile number'. The right sidebar shows a 'Good Evening, THOMAS' greeting, a search bar, and sections for 'SAVINGS CENTER' (offering \$20 and \$9.70 off on next fills), 'EXPLORE' (with links to My Medicine Cabinet and Pharmacy Search), and 'STAY INFORMED' (with a 'Welcome to PrimeCentral!' message). A 'Save Time with Home Delivery' banner is also present on the far right.

Convenient Home Delivery

Members have the choice to use Amazon Pharmacy to get their medicines mailed right to their door. You will find this option on the PrimeCentral portal. If you were using Express Scripts Pharmacy last year, your eligible prescriptions were moved to Amazon Pharmacy.



To visit Amazon Pharmacy from PrimeCentral:

1. You can click the **GET STARTED WITH AMAZON PHARMACY** button from the PrimeCentral portal at nyceppo.com/sign-in or primecentral.com (see image above). Or you can visit Amazon Pharmacy directly at amazon.com/emblemhealth.
2. To see your active prescriptions, create an account on amazon.com/emblemhealth and 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 start an account with 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 more information about Amazon Pharmacy, call **844.536.4074** (TTY: **711**).
2. For more information about your 2026 plan pharmacy benefits, call Prime Therapeutics at **833.998.5430** (TTY: **711**).