

Frequently Asked Questions About Your EmblemHealth Prescription Benefits

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 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.
- Some information about your prescriptions is also available on [myEmblemHealth](#) without going to your PrimeCentral™ member portal.
- If you prefer to access your pharmacy benefits through online tools, the new PrimeCentral™ can provide great details and easy navigation.
- 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.

FAQ Topics

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?

General Information

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

Full FAQs

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. (Note: Prime Therapeutics is not related to Amazon Prime.)

Technology

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 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 more specific details about your coverage and costs beyond just a 30-day supply. If you have not yet signed in to your profile, the website has limited features and is only intended to show if a medicine is covered (on the formulary) 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?

Active workers and pre-Medicare retirees

Retail 90-day prescriptions are filled at: Walgreens; 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](#).

Medicare

Mail order 90-day prescriptions can be filled at any pharmacy, including Express Scripts Pharmacy or [Amazon Pharmacy](#).

Retail 90-day prescriptions can be filled at any in-network pharmacy. [Find a pharmacy near you](#).

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

HIP HMO Preferred members, call: **833-269-4653** (TTY: **711**) 8 a.m. to 8 p.m. Monday through Friday, and 8 a.m. to 1 p.m. on Saturday. Medicare members, call: **800-624-2414**, 8 a.m. to 6 p.m. Monday through Friday.

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, keep in mind that 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?

Active workers and pre-Medicare retirees

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 fill 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.

Medicare:

Your prescriptions remain at your current network mail order pharmacy (e.g., Express Scripts Pharmacy), which you can continue using. If you need Express Scripts mail order pharmacy assistance, call 866-325-5236. You also can transfer your prescription to another mail order pharmacy, like [Amazon Pharmacy](#).

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

No, if you have an existing authorization for a covered drug, the authorization will remain in effect until the original expiration

date. After that date, a new authorization may be required. Please continue to take your medicine as your doctor prescribed.

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

No, you do not need to do anything. Your doctor will answer questions or submit information so we can review the request. You can see prior authorization detail 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.

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

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

Active workers and pre-Medicare retirees: 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**).

Medicare: Your doctor can send to the mail order pharmacy of your choice.

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

Active workers and pre-Medicare retirees

Amazon Pharmacy is now included in your pharmacy benefit plan. You don't need an Amazon Prime account to get home

delivery. 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.

Medicare: You can continue using your current mail order pharmacy provider (e.g. Express Scripts mail order) or transfer your prescription to another mail order pharmacy, like Amazon Pharmacy. Follow the steps above to get started.

General Information

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

To find general information about your pharmacy coverage, visit the [City of New York page](#) on our website.

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

For more information about your 2026 pharmacy benefits, call Prime Therapeutics:

- Active workers and pre-Medicare retirees: **833-998-5430**
- Medicare retirees: **833-998-5351** (TTY: 711).

For more information about Amazon Pharmacy, call **844-536-4074**.

For Express Scripts mail order pharmacy assistance, call **866-325-5236**.