

Benefit updates

Paperless delivery & required communications for Med D members

When you sign up to receive paperless delivery of benefit updates, you will receive online messages about your prescription coverage that may be important to you. While not all communications are available for paperless delivery, we are working to provide you with more paperless options.

Required communications for Medicare members**

What you get

On behalf of your health plan, Prime Therapeutics LLC (Prime), is required to send you certain documents. When you sign up for paperless delivery you'll get the following required document(s):

- ✓ Medicare Pharmacy Explanation of Benefits (EOB)

The EOB is sent to you monthly by Prime Therapeutics on behalf of your Medicare plan:

- It is an itemized statement detailing drug claims from the past month
- It is not a bill

By choosing to go paperless you acknowledge that you will no longer receive a mailed copy of your EOB. Once you select paperless EOBs you can access your statements online for up to twelve months after your plan coverage ends.

To stop paperless delivery and start receiving mail again, select "Please mail" in the Communication Preferences section, or call the customer service number on the back of your membership card and request they change your preference