



Walgreens Mail Service Pharmacy is purchasing BioScrip. You must take action to have your medications refilled.

Dear Harvard Pilgrim Member,

Walgreens Mail Service Pharmacy is purchasing Harvard Pilgrim's current mail service provider, BioScrip mail service pharmacy.

This does **not** affect your prescription drug coverage or cost sharing in any way. However, there are steps you will need to take to continue to receive your prescription drugs by mail. To continue your mail order service, you must REGISTER either online or by phone as noted below.

All of your current mail order prescriptions that have valid refills remaining will automatically be transferred to Walgreens Mail Service Pharmacy. Walgreens will be able to begin mailing prescriptions on May 7, 2012. Before that, your mail order prescriptions that are refilled will be sent through BioScrip.

1. Please complete one of these registration processes:

- **Online:** Create an account on **WalgreensHealth.com** (not Walgreens.com). Once you have an account, click the link on your home page to complete your mail service enrollment. After approximately 12 hours, you will receive an e-mail to confirm your registration.
- **By phone:** Call Walgreens at 866-312-7357 and say you would like to pre-register with Walgreens Mail Service. Please be ready to give your insurance information, member ID number, shipping address and credit card information, as well as any allergies and health conditions you may have. Representatives are available Monday through Friday, 8 a.m. to 10 p.m. (EST), or Saturday and Sunday, 8 a.m. to 5 p.m. (EST).

2. When you need refill on or after May 7, 2012, refill your prescription using one of these two ways:

- **Online:** Log in to **WalgreensHealth.com** and go to the Prescriptions & Orders tab. You will be prompted to authenticate and transfer your BioScrip mail prescription.
- **By phone:** Call the Walgreens Customer Care Center at 877-347-3216 and say you want to order a prescription refill.

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3. What you need to do to order a new prescription or to fill one that no longer has refills or has expired

To order a new prescription or to fill one that has no refills left or has expired, there are some additional steps you'll need to take. In these cases, you will need a new written prescription from your physician. Once you have registered as outlined above, please use one of these three ways to get your prescription filled:

- **Mail:** Log in to your **WalgreensHealth.com** account and print the *Registration & Order Form*. Complete the form and mail it along with your original prescription to:
Walgreens
P.O. Box 29061
Phoenix, AZ 85038-9061
- **Fax:** Log in to your **WalgreensHealth.com** account and print the prescriber fax form. Fill out the member/patient areas on the form, including company name. Have your doctor complete the prescription information and fax the form directly to Walgreens Mail Service pharmacy at the number listed on the form.*
- **E-prescribe:** If your doctor has the technology to submit prescriptions electronically, ask him or her to e-prescribe the prescription to Walgreens Mail Service.*

Please allow up to 10 days from the time you place your order until you receive it at your specified address.

By registering with **www.WalgreensHealth.com**, you will have access to your Walgreens Mail Service account 24-hours a day, seven-days a week. It will enable you to:

- View and print your prescription history
- Order refills for the whole family
- Check the refill status of your prescriptions
- View your account balance and make payments
- Receive e-mail updates about prescription shipments

We look forward to serving your prescription needs and providing the high level of care that you expect and deserve. If you have any questions, call the same number you use today, (877) 347-3216, to contact your Harvard Pilgrim dedicated Walgreens Customer Care Coordinator, available 24/7.

Sincerely,

Your Walgreens Mail Service Pharmacy Team

*By law, prescription fax forms and e-prescriptions are valid only if sent from a prescriber's office.