

BLUE CROSS/BLUE SHIELD
MAIL ORDER PHARMACY INSTRUCTIONS

1. Go to this website: <https://www.bcbsri.com>
2. Sign in to the website. If you have not set up a user account, you should do that first. A user account allows you to see your claims and information about the plan.
3. Once you have an account and sign in then:

From the following screen select **“Members”** tab
Then under the **“Members”** tab select **“Pharmacy”**

The screenshot shows the top navigation bar of the Blue Cross/Blue Shield of Rhode Island website. It includes the logo on the left and navigation links for Register, Sign In, Provider Finder, Customer Service, and a search bar with a 'GO' button. Below the navigation bar is a 'Sign In' section with input fields for 'USER NAME' and 'PASSWORD', and a 'GO' button. At the bottom of the page is a horizontal menu with tabs for 'Our Responsibility', 'About BCBSRI', 'Plans & Services', 'Your Health', 'Members' (highlighted in yellow), 'Employers', and 'Brokers'.

The following page will load:

Prescription Drug Benefit

Pharmacy Tools

Your pharmacy benefits manager offers a number of online tools for managing your prescription drug benefit, including:



Go to [My Pharmacy Benefits Manager >>](#)

- **Co-Pay Counselor**
Find out the copayment of any drug to be filled at a retail pharmacy.
- **Formulary Counselor**
Research a drug, find out if a generic equivalent is available, see if alternative medications exist, and view your copayment level.
- **Pharmacy Locator**
Find a pharmacy and get door-to-door directions

4. Click on “Go to My Pharmacy Benefits Manager.”

This link will take you directly to the CVS/Caremark home page.

Again, you will have to set up a user account for your mail order prescription to be processed.

If this is your first mail order subscription, you should first contact your doctor and have a new prescription written for a 90 day supply.

For assistance in using the Blue Cross website, contact Blue Cross customer service:

(401) 459-5000, 1-800-639-2227

TTY/TDD (Telecommunications Device for the Deaf): 1-888-252-5051

Monday - Friday, 8:00 a.m. - 8:00 p.m.