

Amazon Pharmacy Frequently Asked Questions

FAQs

Q: What is Amazon Pharmacy?

A: Amazon Pharmacy is a full-service home delivery pharmacy. They can fill most common prescriptions and offer discreet delivery right to your door. Pharmacists are available for consultation 24/7. Using Amazon Pharmacy is similar to how you'd shop for anything else on Amazon, including tracking the shipment.

Amazon Pharmacy includes built-in drug discount card pricing called MedsYourWay™, which is similar to other drug discount cards, like Good Rx. The shopping experience includes the MedsYourWay¹ drug discount card pricing – but there's no actual card to keep track of! It's all done automatically behind the scenes. With MedsYourWay, you can save nearly 40% on select brand medications and 80% on generics.²

You'll see two price options when using Amazon Pharmacy, including your insurance copay price and the MedsYourWay discount card pricing. You can choose the price/option you want to use. And covered

prescription purchases, whether paying a copay or using the drug discount card pricing, count toward your plan's annual out-of-pocket maximum, unlike most other discount cards.

Note: Amazon Pharmacy doesn't fill controlled substances or specialty medicines. For these prescriptions, you'll need to use an in-network specialty pharmacy. To find one in your plan's network, log in at floridablue.com and click **My Plan**, then **Pharmacy Resources** then **Medication Guide & Specialty Pharmacy**.

¹ MedsYourWay drug discount card program, administered by Inside Rx LLC, is not insurance. You are responsible for the cost of prescriptions when using the card. Limitations apply. ² Average savings based on usage and Inside Rx data as compared to cash prices; average savings for all generics are 78%; 37% for select brand medications; restrictions apply. The discount pricing card is electronic only – one will not be mailed to the you.

Q: How does it work?

A: Easy sign up:

Log in to your account at floridablue.com and click **My Plan** then **Pharmacy Resources** then **Home Delivery Pharmacy Services**. There, you'll see the signup details for Amazon Pharmacy in your MyPrime account. You can choose to have information from your health plan, like prescription history, auto populated in your Amazon Pharmacy account to make signup easier.

During the account setup process, you'll set a private PIN number that protects access to your Amazon Pharmacy account from anyone who may share your Amazon shopping account. Only those with the PIN number will be able to use the Amazon Pharmacy account or see your pharmacy records.

During the signup process, you'll be asked to enter your mobile phone number and a form of payment, including debit, credit, HSA or FSA card. You must have a form of payment on file in order to check out, even if the medication has a \$0 copay. The account can be set up without the payment method, but you cannot check out without one.

Similar to the regular Amazon shopping experience:

- Amazon Pharmacy offers easy shopping, ordering and home delivery for medicines (excluding controlled substances of specialty medicines).
- After checkout, you can track the progress of your prescription fulfillment and delivery. Shipping is at no extra cost and medicines will be delivered in discreet packaging. All prescription orders will be delivered to the preferred address on or before the Customer Delivery Promise Date, which will be provided at checkout.
- Amazon Prime members get two-day, no-cost shipping on most orders. Standard no-cost shipping for non-Amazon Prime members is five-day but can be expedited to two-day delivery for \$5.99.
- You can easily manage prescriptions and see your order history in your Amazon Pharmacy account.

Q: How do I get started?

A:

1. **Set up an Amazon Pharmacy account by** logging in to your account at floridablue.com and clicking **My Plan** then **Pharmacy Resources** then **Home Delivery Pharmacy Services**. There, you'll see the signup details for Amazon Pharmacy in your MyPrime account. Once registered, you can manage prescriptions and place orders.

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2. Let your doctor know that you should send new home delivery prescriptions, (excluding Schedule II controlled substances) to Amazon Pharmacy. They should have the details to do this. If they don't have them, here are the details they need:
 - E-SCRIBE Amazon Pharmacy 001
 - FAX 512-884-5981
 - CONTACT US 855-206-3605
 - MAIL 4500 S Pleasant Valley Rd, Suite 201 Austin, TX 78744

For questions about creating your account, call Amazon Customer Care at 855-965-7539, Monday through Friday, 8 a.m. - 10 p.m. ET and Saturday and Sunday, 10 a.m. - 8 p.m. ET.

Q: What if I don't have access to the internet or to set up an account?

A: At this time, Amazon Pharmacy is only available through an online account. There is currently no telephone option. You may want to talk to your doctor about using a different pharmacy.

Q: Will I need an Amazon account?

A: Yes, you must have an Amazon account in order to create a pharmacy account, but you don't need to be an Amazon Prime member. If you don't have an Amazon account, you'll be directed to create one in order to use Amazon Pharmacy. There is no cost to do this.

Q: Can I trust Amazon Pharmacy?

A: Yes, Amazon Pharmacy is a fully accredited pharmacy with home delivery. Amazon Pharmacy holds the Utilization Review Accreditation Commission (URAC) accreditation and National Association of Boards of Pharmacy (NABP) Accreditation. Knowledgeable pharmacists are available 24/7/365 to answer questions about medications.

Q: How will Amazon Pharmacy protect my personal information?

A: Prescription orders are delivered in discreet packaging to your preferred address. Amazon Pharmacy securely manages customer information in compliance with HIPAA and does not share Protected Health Information outside of the pharmacy. Also, in the account setup process, you'll set a private PIN number that protects access to your Amazon Pharmacy account from anyone who may share your Amazon shopping account. Only those with the PIN number will be able to use your Amazon Pharmacy account or see your pharmacy records.

Q: Does Amazon Pharmacy always show the discount price option along with my copay option?

A: Yes, when a price is available for a covered and eligible medication, Amazon Pharmacy will display the discount price and the copay price in the shopping experience, and you can select the one you want.

Q: Can I get an over-the-counter (OTC) Medication through Amazon pharmacy?

A:

- **Prescribed** OTCs that are covered by your plan are available through **Amazon Pharmacy** and purchases will apply to your out-of-pocket maximum.
- **Non-prescribed** OTCs are available for purchase through **Amazon.com** and will not count toward your out-of-pocket maximum.

Q: What is meant by “non-covered drugs”? Is this for drugs that don’t have an OTC alternative available or any drug that has no coverage?

A: Non-covered means that the drug is not covered pursuant to the plan’s benefit design. In that case, you may still get a discount on that medication by using the MedsYourWay discount card pricing program. However, your payment will not count toward your out-of-pocket maximum (as with any other non-covered services or products).

Q: How will medications that need to be refrigerated be shipped?

A: Medications requiring refrigeration will be shipped separately from other medications in a temperature-safe package.

Q: Does Amazon Pharmacy offer automatic refills of my medicine?

A: No, automatic refills are not currently available at Amazon Pharmacy. However, Amazon Pharmacy will notify you when it’s time to refill your medicine and make it easy to request a refill.

Q: Can my doctor prescribe multiple refills?

A: Your doctor can provide one prescription per medication for as many fills as they deem appropriate. The doctor would send the multiple scripts to Amazon to fill.

Q: My prescription requires a prior authorization. What should I do?

A:

- If you are new to Amazon Pharmacy and you currently have an authorization on file with Florida Blue/Prime Therapeutics for a medication, there is nothing you need to do. Your prescription will be filled.
- If you have a new prescription that requires authorization, Amazon Pharmacy will contact your doctor and request one for you. You’ll be notified when it is approved and ready to order.

Q: How are my current prescriptions transferred to Amazon Pharmacy?

A: If Amazon Pharmacy is your new exclusive home delivery pharmacy, the first step is to set up your account. Then, on the effective date, prescription(s) that are covered by your insurance and have refills left at your previous pharmacy will automatically move to Amazon Pharmacy. Once prescriptions are received by Amazon Pharmacy, you’ll be notified that you can return to your Amazon Pharmacy account online to order your prescription.

Some prescriptions will *not* automatically move to Amazon Pharmacy, including:

- Prescriptions that will expire before you have access to Amazon Pharmacy
- Prescriptions that have no refills left when you get access to Amazon Pharmacy
- Medicines regulated by a Risk Evaluation and Mitigation Strategy (REMS) program. Ask your doctor if your medicine falls into this category
- Schedule II controlled substances (medicines that may be abused or cause addiction)
- Specialty medicines

Q: Can household dependents, like children, be added to a parent’s Amazon Pharmacy account?

A: Yes, as long as they’re covered dependents on the Florida Blue health plan.

Q: Are there any exclusions from the MedsYourWay discount card pricing?

A: You may not see a discount for all covered medications. The list of medications that are excluded from MedsYourWay discount pricing can be found on the discounts and restrictions page at <https://www.amazon.com/medsyourway/discount-restrictions>. If you fill a prescription for one of these medications, you'll pay your regular pharmacy cost share.

Q: Does Amazon Pharmacy support Spanish-speaking customers?

A: Yes, Spanish materials are available, if requested.