

City of New York Senior Care PDP Members

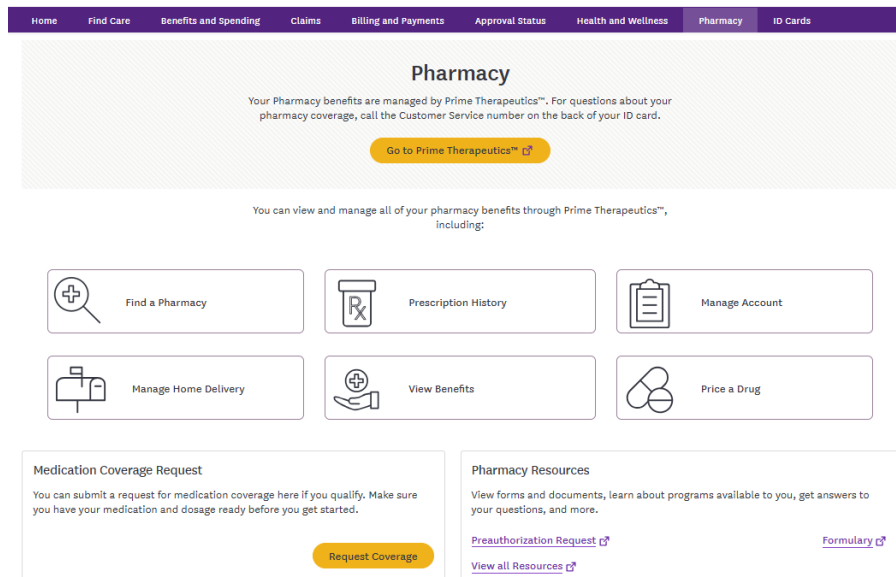
What You Need To Know About Your Prescription Drug Coverage

Important information:

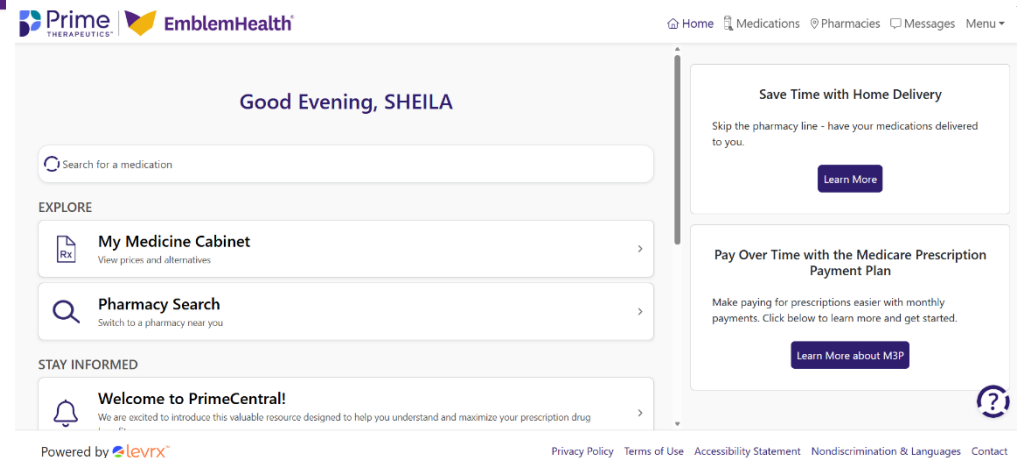
- Using the online portal or app **is not** required to fill your prescriptions.
- You can still fill your prescriptions at your local retail pharmacy or get home delivery through Express Scripts® Mail Order Pharmacy or Amazon Pharmacy.
- You can use the [MyEmblemHealth member portal](#) to visit PrimeCentral™ and sign in to view and manage your prescriptions.
- An Amazon Prime membership is not required to get your prescriptions by home delivery.

How to visit PrimeCentral through your MyEmblemHealth member portal:

1. Senior Care PDP and Medicare members can sign in to their member portal at my.emblemhealth.com.
2. Click on the **Go to Prime Therapeutics** button in the **pharmacy** tab. This will take you directly to PrimeCentral.
3. Additional registration on the PrimeCentral site **is not** required.



The screenshot shows the 'Pharmacy' tab in the MyEmblemHealth member portal. The navigation bar includes Home, Find Care, Benefits and Spending, Claims, Billing and Payments, Approval Status, Health and Wellness, Pharmacy, and ID Cards. The main content area is titled 'Pharmacy' and includes a 'Go to Prime Therapeutics™' button. Below this, there are six icons for: Find a Pharmacy, Prescription History, Manage Account, Manage Home Delivery, View Benefits, and Price a Drug. At the bottom, there are sections for 'Medication Coverage Request' with a 'Request Coverage' button, and 'Pharmacy Resources' with links for 'Preauthorization Request' and 'Formulary'.



The screenshot shows the PrimeCentral website. The navigation bar includes Home, Medications, Pharmacies, Messages, and Menu. The main content area is titled 'Good Evening, SHEILA' and includes a search bar for medications. Below the search bar, there are three sections: 'EXPLORE' with links for 'My Medicine Cabinet', 'Pharmacy Search', and 'STAY INFORMED' with a 'Welcome to PrimeCentral!' message. On the right side, there are two promotional cards: 'Save Time with Home Delivery' and 'Pay Over Time with the Medicare Prescription Payment Plan'. The footer includes 'Powered by levrx' and links for Privacy Policy, Terms of Use, Accessibility Statement, Nondiscrimination & Languages, and Contact.

Convenient Home Delivery

Members have the choice to use any mail order pharmacy (for example, Express Scripts Mail Order Pharmacy or Amazon Pharmacy). You will find this option on the PrimeCentral portal. If you were using Express Scripts Mail Order Pharmacy last year and want to continue, you can, but you will need to access information through PrimeCentral.

The screenshot displays the PrimeCentral 'Find a Pharmacy' interface. At the top, there are navigation links for Home, Medications, Pharmacies, Messages, and Menu. Below the search bar, there are tabs for Retail, Home Delivery, and Specialty. A blue arrow points to the 'Home Delivery' tab. Under the 'Home Delivery' section, there is a 'Convenient Home Delivery' card with a description and a list of benefits. Below this, there are two 'Available Home Delivery Option' cards. The first card is for Amazon Pharmacy, with a button labeled 'GET STARTED WITH AMAZON PHARMACY'. The second card is for Express Scripts, with a button labeled 'GET STARTED WITH EXPRESS SCRIPTS MAIL ORDER PHARMACY'. A blue arrow points to this button. At the bottom, it says 'Powered by levrnx' and includes links for Privacy Policy, Terms of Use, Accessibility Statement, Nondiscrimination & Languages, and Contact.

To visit Express Scripts Pharmacy from PrimeCentral:

1. You can click the **GET STARTED WITH EXPRESS SCRIPTS MAIL ORDER PHARMACY** button from the PrimeCentral portal by visiting my.emblemhealth.com or primecentral.com (see image above). Or you can visit Express Scripts Pharmacy at express-scripts.com/rx.
2. To see your active prescriptions, select **Prime coverage (2026)**.
3. **Reminder:** Controlled substances, specialty medicines, and some seasonal or over-the-counter medicines are not available through home delivery.

Automatic refills for home delivery medicines

Once you select a mail order pharmacy (for example, Express Scripts Pharmacy or Amazon Pharmacy), you can enable automatic refills for your prescriptions. The mail order pharmacy will contact your doctor for your refills when needed and will let you know via email, letter, or text message when they are requesting refills. Once the doctor authorizes your prescription, it will be delivered to you.

Need Help?

1. For Express Scripts order pharmacy assistance, call **866.325.5236** (TTY: **711**).
2. For more information about Amazon Pharmacy, call **844.536.4074** (TTY: **711**).
3. For more information about your 2026 plan pharmacy benefits, call Prime Therapeutics at **833.998.5351** (TTY: **711**).