



MASSACHUSETTS

MAIL SERVICE PHARMACY

Adding a Payment Method

November 2022

MAIL SERVICE PHARMACY

THREE WAYS TO ADD A PAYMENT METHOD



Sign in to **MyBlue** or create an account at **bluecrossma.org**

- Best way for a member to manage their pharmacy benefits
- Instant access to the member's plan information



Call **CVS Customer Care** and speak to an agent or use the **IVR prompt**

- Agent option: Member gets support and can have their questions answered
- IVR option: Member can update payment via the voice response system without speaking directly to an agent



Complete and **submit a Mail Service Order Form**

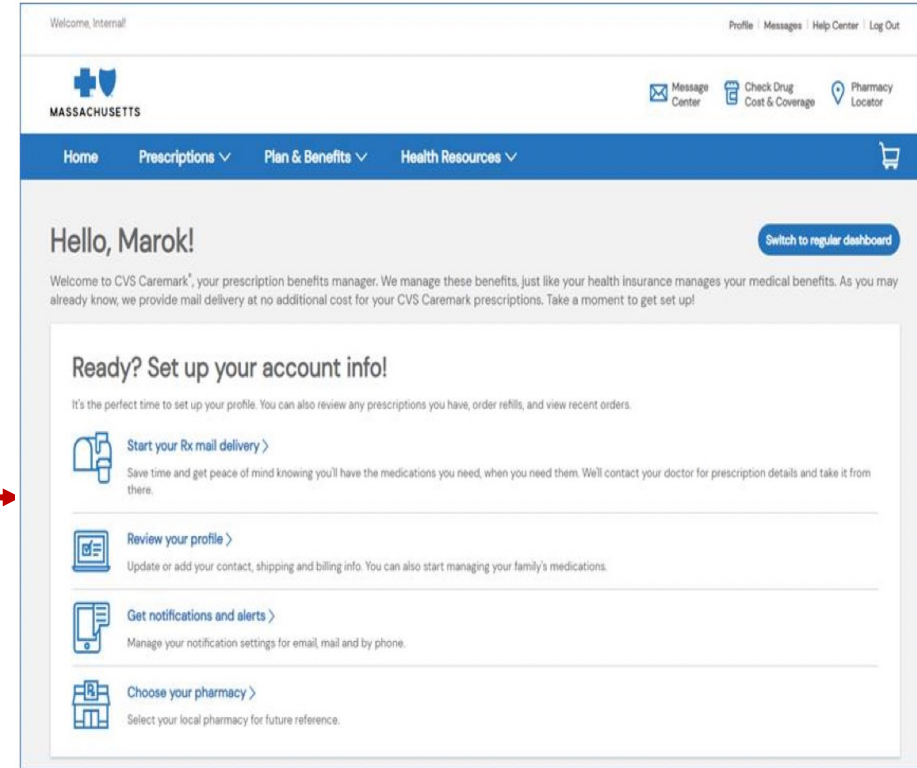
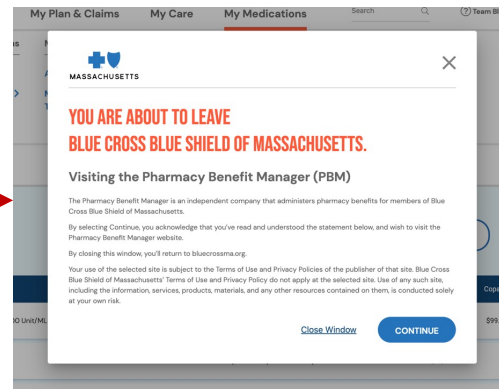
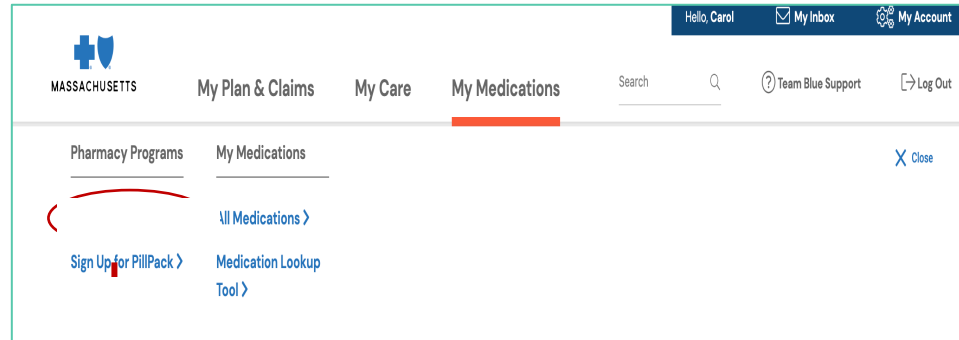
- Ideal for a member who prefers to use the paper order form
- Once payment method is provided, member can choose to use it for future orders

MyBlue

- Sign into MyBlue or create an account at bluecrossma.org

- Once signed in, click **Pharmacy Benefit Manager** under **My Medications**

- Member will be taken to the **Mail Service Pharmacy** site

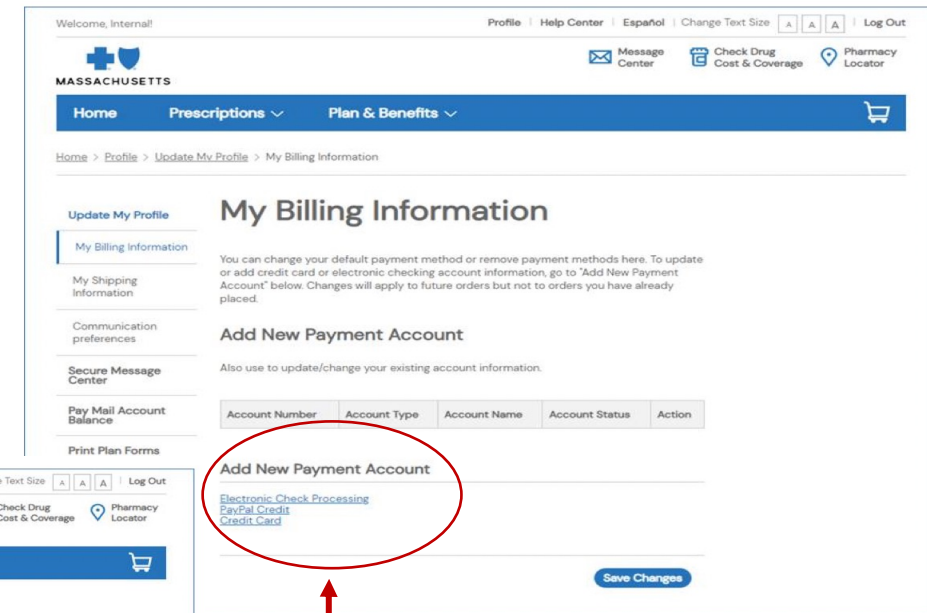
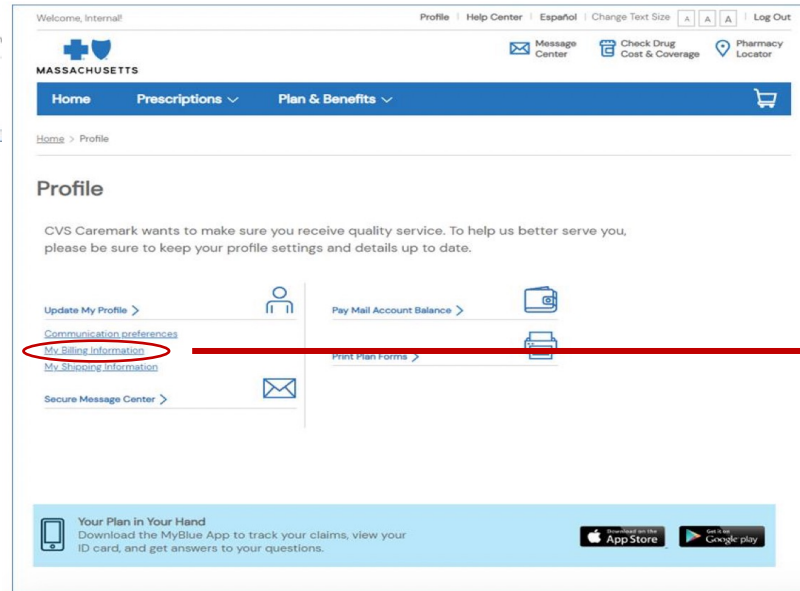
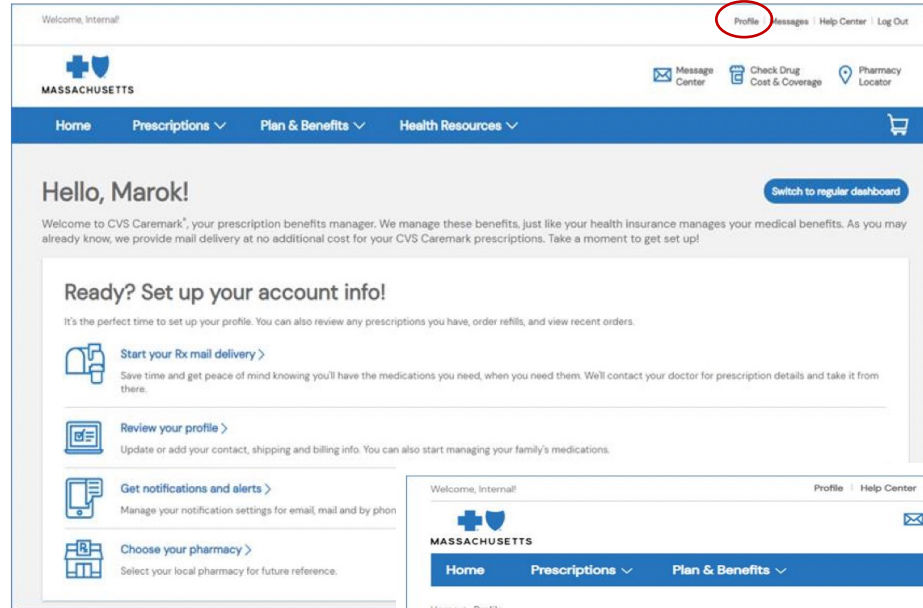


ADD PAYMENT METHOD ONLINE (CONT.)

- Click on **Profile** in the top right-hand corner of the dashboard

- Click on **My Billing Information**

- Provide payment information in the **Add New Payment Account** section



ADD PAYMENT METHOD BY PHONE

- Call **CVS Customer Care** at **1-877-817-0477 (TTY: 711)** and speak directly with **an agent** to provide credit card, electronic checking or savings account information



- Call **CVS Customer Care** at **1-877-817-0477 (TTY: 711)** and use the **IVR prompt**. The member can:
 - State their request such as “I need to add a credit card to my account”
 - Add, delete, or update their payment information (i.e. credit card, electronic checking or savings account information)
 - Choose to use payment method for future orders and/or allow it to be used for other family members
 - Disconnect from the call after confirming the payment registration is complete or make another request

ADD PAYMENT METHOD BY MAIL

- **Mail Service Order Form** is sent with the member's first mail service prescription
- If a member hasn't use mail service yet, they can get the mail service order form by:
 - Signing in to bluecrossma.org and downloading it
 - Calling **CVS Customer Care** at **1-877-817-0477 (TTY: 711)** to request it
- The member will need to complete "SECTION E" of the mail service order form by filling in their credit card number and expiration date, then sign and date the form.
- Mail the completed form to:

CVS Caremark
PO BOX 659541
San Antonio, TX 78265-9541

E How would you like to pay for this order? (If your copay is \$0, you do not need to provide payment information.)

Electronic check. Pay from your bank account. (You must first register online or call Customer Care.)

Credit or debit card. (VISA®, MasterCard®, Discover®, or American Express®)

Use your card on file.

Use a new card or update your card's expiration date.

Exp. Date																			
MMYY																			

Check or money order. Amount: \$.

• Make check or money order payable to CVS Caremark.

• Write your prescription benefit ID number on your check or money order.

• If your check is returned, we will charge you up to \$40.

Payment for Balance Due and Future Orders: If you choose electronic check or a credit or debit card, we will use it to pay for any balance due and for future orders unless you provide another form of payment.

Fill in this oval if you **DO NOT** want us to use this payment method for future orders.

MOF FAX 0122 BCBSMA

Please fold here →

Please fold here →

Credit card holder signature/Date

Regular delivery is free and takes up to 5 days after your order is processed.

If you want faster delivery, choose:

2nd business day (\$17)

Faster delivery can only be sent to a street address, not a PO Box

Next business day (\$23)

Expected processing time from receipt of this form:

- Refills: 1-2 days
- New/renewed prescriptions: Within 5 days unless additional information is needed from your doctor (Charges subject to change)

