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

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ADD PAYMENT METHOD ONLINE

- 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
• 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
• 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](http://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