



ATTENTION

Diabetic Member

Welcome to Florida Blue!

To aid your transition, we want to provide you with instructions on how to best obtain your diabetes supplies using your Florida Blue plan.

The items listed below are covered under your Pharmacy benefit (Medicare Part D) and can be obtained using your BlueMedicare card, with a valid prescription, from any of our in-network retail pharmacies or our mail-order service provider, PrimeMail.

- **Needles**
- **Syringes**
- **Insulin for self-injection**

The items below are covered under your medical benefit (Medicare Part B) and are provided by a Durable Medical Equipment (DME) supplier.

- **Glucose meters**
- **Lancets**
- **Test Strips**
- **Insulin pump and insulin pump refills**

To find a DME supplier for these items, contact our partner, CareCentrix, at 1-877-561-9910 from 8:00 a.m. to 6:00 p.m. ET, seven days a week. TTY users should call 1-800-955-8770. Please have your prescription ready at the time of order. Your physician may also fax the prescription to CareCentrix. Please allow 7-10 business days for processing and shipping. These items may not be obtained at a retail pharmacy location.

If you require additional supplies over the monthly limit, a prior authorization may be required.

For questions, please call the toll-free Member Services number on the back of your member ID card or visit www.BlueMedicareFL.com.

This information is available for free in other languages. Please contact Member Services at 1-800-926-6565 for additional information. (TTY users call 1-800-955-8770.) We are open from 8:00 a.m.-8:00 p.m. local time, seven days a week from October 1-February 14, except for Thanksgiving Day and Christmas Day. However, from February 15-September 30, you will have to leave a message on Saturdays, Sundays and Federal holidays.

Esta información está disponible de forma gratuita en otros idiomas. Para obtener más información, comuníquese con Atención al Asegurado al 1-800-926-6565. (TTY llamen al 1-800-955-8770.) Estamos abiertos de 8:00 a.m.-8:00 p.m., hora local, los siete días de la semana desde el 1 de octubre-el 14 de febrero, excepto el Día de Acción de Gracias y de Navidad. Sin embargo, desde el 15 de febrero-el 30 de septiembre deberá dejar un mensaje los sábados, domingos y días feriados federales.

Florida Blue is a PPO and RPPO Plan with a Medicare contract. Florida Blue HMO is an HMO Plan with a Medicare contract. Enrollment in Florida Blue or Florida Blue HMO depends on contract renewal. Health coverage is offered by Blue Cross and Blue Shield of Florida, Inc., D/B/A Florida Blue. HMO coverage is offered by Health Options Inc., an HMO affiliate of Blue Cross and Blue Shield of Florida. These companies are Independent Licensees of the Blue Cross and Blue Shield Association.