

Florida AIDS Drug Assistance Program Announcements and FAQs

April 30, 2025

Announcements

Florida Health recently contracted with Prime Therapeutics (Prime) for pharmacy benefits management. This will help us provide you with better service. We are excited about this change, and we think you will be too. Starting on October 1, 2022, you will be able to fill your Florida Health drug assistance program prescriptions at a variety of pharmacies in your area.

You will receive a notice in the mail from Prime that contains your prescription card. Please keep this card in a safe place. We want to make this change as easy as possible for you, and part of that is keeping you informed. We created this FAQ to answer questions you may have.

FAQs

Q: What is a pharmacy benefits manager?

A: A pharmacy benefits manager manages a drug benefit program for another organization. Their functions include developing a pharmacy network and billing for prescriptions received.

Q: Will I still get my medications at no cost to me?

A: Yes, Florida Health will still provide your drug assistance program medications at no cost.

Q: Is there anything I need to do?

A: If you do not want to change pharmacies, the only change you will need to make is to start using your prescription benefit card from Prime. Show the card when you pick up your medications in person. If you use CVS Specialty for delivery, you may need to provide the card information over the phone. If you pick up your medications from a county health department other than Duval County Health Department, you will not need your card.

If you would like to change pharmacies, you can visit [FL DOH Member | Homepage \(primetherapeutics.com\)](https://www.fl.doh.gov/Member/PrimeTherapeutics.aspx) to find an in-network pharmacy near you. You will need to transfer your prescriptions.

Q: Will I still need to re-enroll in the program every 366 days?

A: Yes, if your enrollment ends, your prescription benefit card will no longer work. Please visit [rwces.floridahealth.gov/PCF/EligibilityApplication](https://www.floridahealth.gov/PCF/EligibilityApplication) to re-enroll online. You can call 844-381-2327 if you have questions about enrollment.

Q: What pharmacy can I use?

A: Local county health department pharmacy, CVS Specialty, or any pharmacy listed at [FL DOH Member | Homepage \(primetherapeutics.com\)](https://www.fl.doh.gov/Member/PrimeTherapeutics.aspx).

Q: I currently receive my medications through CVS Specialty. Will I need to change my pharmacy?

A: No, CVS Specialty will keep dispensing for the program. You can choose to continue to receive services through CVS Specialty.

Q: Can I still get my prescriptions through the mail?

A: Yes, if you currently get your prescriptions by mail, nothing will change for you. To start getting your prescriptions by mail, please contact a pharmacy listed as mail order on [FL DOH Member | Homepage \(primetherapeutics.com\)](https://www.fl.doh.gov/member/primetherapeutics.com).

Q: I currently receive my medications from a county health department pharmacy, can I switch to another pharmacy?

A: Yes, if the pharmacy is in network. You can find the pharmacy network list at [FL DOH Member | Homepage \(primetherapeutics.com\)](https://www.fl.doh.gov/member/primetherapeutics.com).

Q: Why would I want to change pharmacies?

A: There are many reasons to think about changing pharmacies. You might prefer one with longer hours or one that's closer to your house. If you shop at a store that also provides pharmacy services, doing both at the same time could make your life easier. The point is that there are options.

Q: How do I submit a new prescription?

A: This will depend on the pharmacy you use. If you need assistance, please call 844-381-2327.

Q: What do I do with my prescription card?

A: Keep your card in a safe place since you will need it to get your medications. Show the card when you pick up your medications in person. If you use CVS Specialty for delivery, you may need to provide the card information over the phone. If you pick up your medications from a county health department that is not listed on the network, you will not need your card.

Q: I have not received my prescription card. How can I get one?

A: You can request a copy from your local program office or call 844-381-2327. You can also call Prime directly at 833-604-0925.

Q: What if the pharmacist says I cannot pick up my medications?

A: If there is a problem with picking up your medications, please call 844-381-2327.