

How to access your mail-order prescriptions

If you have a prescription that you fill regularly, mail order is a convenient way to get a 90-day supply and have it delivered for free directly to you. Many plans also offer reduced cost-sharing when you use mail order — check your benefits.

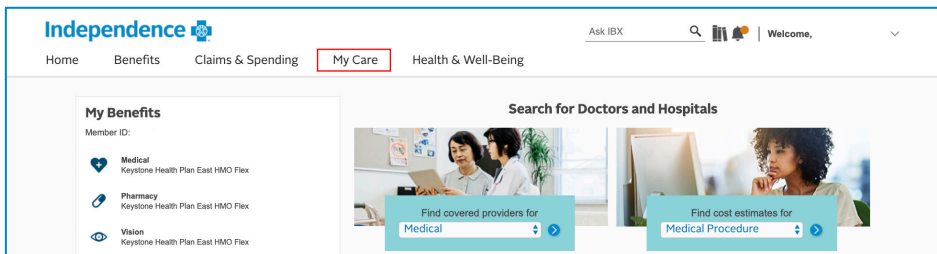
Filling and refilling prescriptions has never been easier

You can order your mail-order prescription refills, check on the status of an order, and perform other functions using ibx.com online, through the mobile app, or over the phone by calling the Pharmacy Benefits phone number on the back of your ID card.

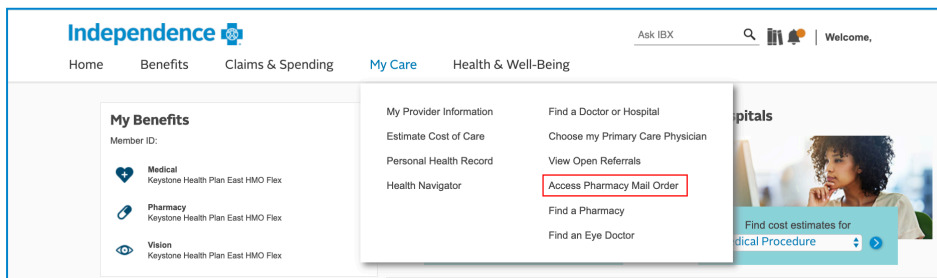
There are two ways to access the FutureScripts® mail-order prescription benefit from your ibx.com account.*

Option 1

Step 1: Select the *My Care* tab at the top of your account homepage.

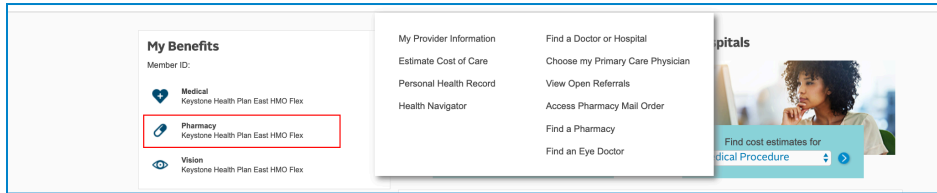


Step 2: Choose *Access Pharmacy Mail Order* from the drop-down menu.

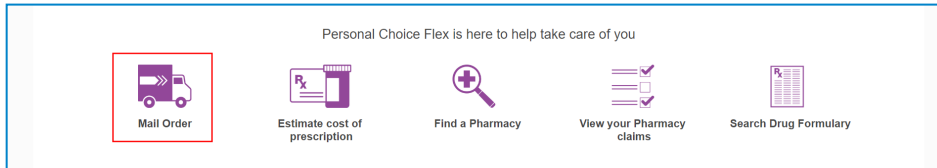


Option 2

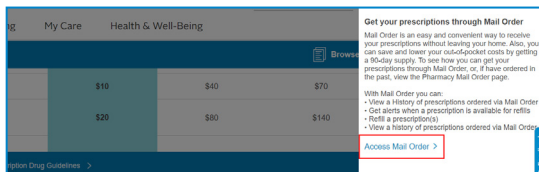
Step 1: Click on the pill button on the left side of your account homepage.



Step 2: Scroll down the page and click on the truck icon.

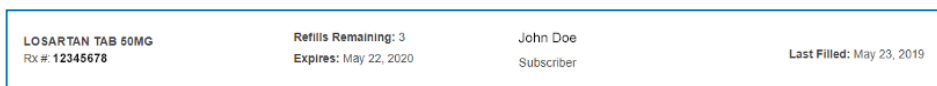
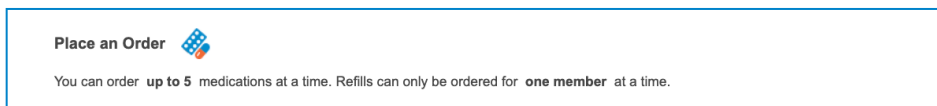


Step 3: Click *Access Mail Order* from the pop-up window on the right side of the screen.



How to order prescriptions

If you have prescriptions **Available for Order** or **On Hold**, they will display at the top of your screen (see below).



If you do not have any prescriptions **Available for Order**, please follow the instructions at the top of the screen and either submit the *Home Delivery Order Form* to FutureScripts or have your physician submit your prescription electronically to Optum Home Delivery.

Need help ordering prescriptions?

Please call the pharmacy benefits number on the back of your member ID card.

*All members over the age of 18 with Independence Blue Cross pharmacy benefits can order prescriptions via the FutureScripts® mail-order prescription benefit. FutureScripts is an independent company and serves as Independence Blue Cross's pharmacy benefits manager. Independence Blue Cross offers products through its subsidiaries Independence Hospital Indemnity Plan, Keystone Health Plan East and QCC Insurance Company, and with Highmark Blue Shield — independent licensees of the Blue Cross and Blue Shield Association.