

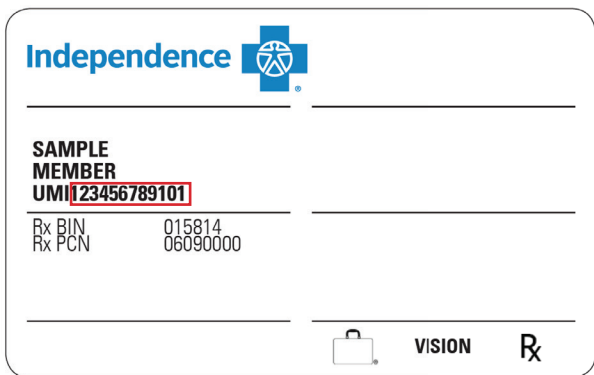
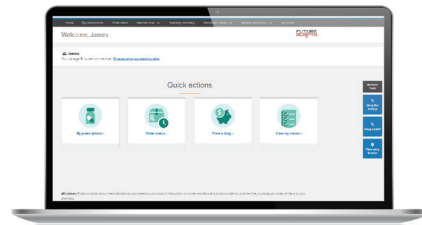
# How to Use Mail Order – Home Delivery Online

## Registering is quick and easy, and you need to do it only once

Complete a one-time registration to use the new prescription drug tools. After you log in to [ibx.com](http://ibx.com), click on the *My Care* menu and then *Access pharmacy mail order*.

You will be directed to [ibx-rxportal.sxc.com](http://ibx-rxportal.sxc.com) to enroll as a new user. This site uses HealthSafe® ID to help protect the security of your personal information.

Have your member ID ready (see example below) and complete the following steps:

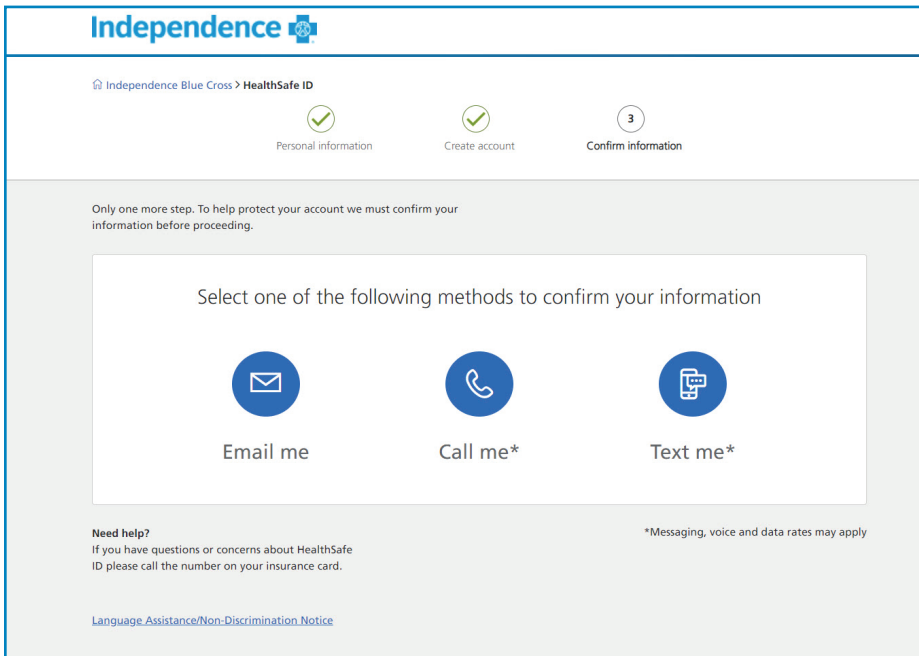


**Step 1:** Enter your personal information and member ID. The member ID is noted as “Cardholder ID” on this sign-up page. When entering your member ID, do not include the first three characters of the member ID. Please ensure that you enter your name as it appears on your card. If you have a middle initial or name, please add that to the first name text box.

**Step 2:** Create an account.

Note: If you currently have an account with Optum Specialty Pharmacy, you may be prompted during registration to use the same username and password.

**Step 3:** Verify your information once you receive a confirmation message from HealthSafe ID® via email, phone, or text. After you select your preferred method, follow the instructions within the confirmation message to complete the verification process.



## Mail order – home delivery

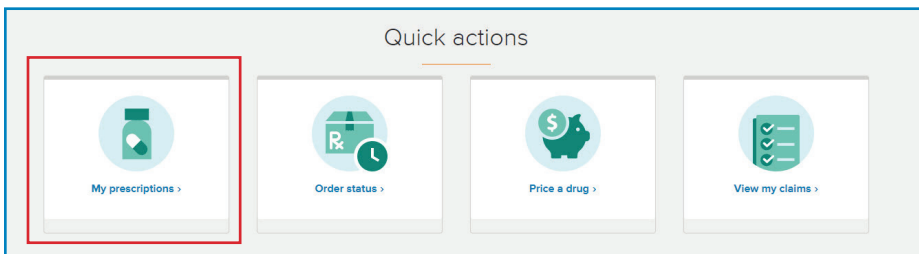
Mail order – home delivery helps make sure you always have medications on hand. Medications arrive right to your door. You can quickly see which medications can be ordered through mail order – home delivery or transfer a retail prescription to a home delivery option — all with a couple of clicks.

There are two ways to start home delivery or transfer prescriptions.

- From *Quick Actions*, select the *My Prescriptions* icon; or
- From the home page, select the *Home Delivery* button.

### Step 1

From *Quick Actions*, select *My Prescriptions*.



## Step 2

See a list of retail medications eligible for home delivery. Select *Transfer to Home Delivery*.

The screenshot shows the Independence website interface. At the top left is the Independence logo, and at the top right is a user profile link 'Hoh (sign out)'. The main heading is 'Retail pharmacies'. Below this is a section titled 'Are you getting a prescription through a local pharmacy?' with a sub-heading 'Add the prescription to your Prescriptions page by filling out the drug information form.' and a blue button 'Add medication info'. Below that is a medication card for 'NISOLDIPINE TAB 17MG ER' with a price of '\$85.00' and '90 day supply'. A blue button 'Save money: Save up to \$689.44 a year by sending medications right to your home in 90-day prescriptions.' is present. A red box highlights the 'Transfer to Home Delivery' button at the bottom of the medication card.

To refill or renew a current mail order – home delivery medication, click *Refill medication* or *Renew prescription* to start the checkout process.

The screenshot shows the 'Mail Order – Home Delivery' section of the Independence website. At the top left is the Independence logo, and at the top right is a user profile link 'Hoh (sign out)'. The main heading is 'Mail Order – Home Delivery'. Below this is a section titled 'Do you want to add a medication to our home delivery service?' with a sub-heading 'If you request a prescription, we will reach out to your doctor. If your doctor approves the prescription, OptumRx home delivery will send 90-days of medication to your home with free shipping.' and a blue button 'Request a prescription'. Below that is a list of medications: 'AMOXICILLIN TAB 500MG' with a price of '\$10.00' and '90 day supply', 'BENZAEPRIIL TAB 5MG' with a price of '\$10.00' and '90 day supply', and 'CROMOLYN SOD NASAL SPRAY' with a price of '\$10.00' and '90 day supply'. A red box highlights the 'Refill medication' button for the first medication, AMOXICILLIN TAB 500MG.

## Step 3

Review the items in your cart, and then click *Proceed to Checkout*.

The screenshot shows the 'Cart' page on the FutureScripts website. At the top is a navigation bar with links: Home, My prescriptions, Order status, Member tools, Specialty pharmacy, Information center, Benefits and claims, and My profile. The main heading is 'Cart'. Below this is a section titled 'Medications in Cart (1)'. On the left is a user profile for 'James Bittner' with a 'New Prescription' button. Below that is a medication card for 'SIMVASTATIN TAB 20MG' with a price of '\$5.64' and '90-day supply'. On the right is an 'Order summary' box showing 'Items: 1' and 'Subtotal: \$5.64'. A red box highlights the 'Proceed to Checkout' button at the bottom of the order summary box.

## Step 4

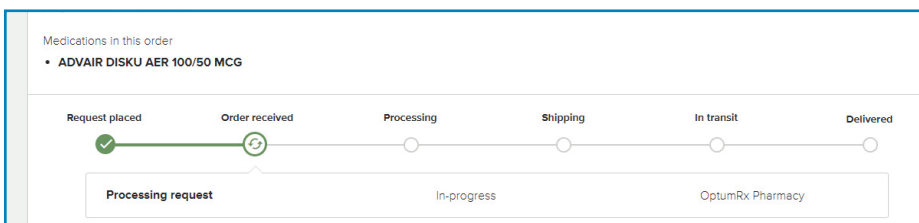
To **Place an order**, fill out your Shipping Address, Shipping Method, Payment, and Contact Information. Review your items and Order Total before clicking *Place order*.

The screenshot displays a checkout page with the following sections:

- Shipping Address:** 1919 MARKET ST, PHILADELPHIA, PA 19103-1491. Includes a "Change" link.
- Shipping Method:** Standard shipping is the default for new or renewed medications. Standard shipping \$0.00. Estimated delivery by 11/14/2020.
- Payment:** Visa ending in 5243. Includes a "Change" link.
- Contact Information:** Please add an email address. Includes a "+ Email Address" button.
- Items (1):** A card for James Bittner (JB) with a "New Prescription" tag. The item is OPTUMRx SIMVASTATIN TAB 20MG, Qty: 90, 90-day supply, priced at \$5.64. It includes a small image of the medication. Below the item, there is a note: "We are reaching out to your provider to approve a prescription. You can also reach out to your doctor to check in, which may speed up the process." Provider: Kenneth Smith, Address: 2689 Solution Center Chicago, IL 60677, Phone: 586-329-1880. Includes a "Remove from cart" link.
- Order Total:** \$5.64. The "Place order" button is highlighted with a red box.

## Step 5

From the home page, click the *Order status* icon to track the status of an order and view order history from any device. See what stage of the process your order is in and its estimated delivery date. Alerts will notify you of actions you can take to keep your orders moving without calling customer service.



## Questions?

If you have questions about using the enhanced mail order – home delivery digital tools, please call the number on the back of your member ID card to speak to our Member Help Team. Representatives are available seven days a week from 8 a.m. to 8 p.m. Please note that on weekends and holidays from April 1 through September 30, your call may be sent to voicemail.

If you have questions about the status of your mail order – home delivery medications or order status, please call FutureScripts at 1-888-678-7015 (TTY/TDD: 711), 7 days a week, 24 hours a day.

Other Pharmacies are available in our network.

OptumRx is an Optum® company — an independent company that provides home delivery, specialty, and infusion pharmacy services.

FutureScripts® is an independent company that provides pharmacy benefit management services.

Independence Blue Cross offers products through its subsidiaries Independence Hospital Indemnity Plan, Keystone Health Plan East and QCC Insurance Company — independent licensees of the Blue Cross and Blue Shield Association.

Independence Blue Cross complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-275-2583 (TTY/TDD: 711). 注意：如果您使用繁體中文您可以免費獲得語言援助服務。請致電 1-800-275-2583 (TTY/TDD: 711).