

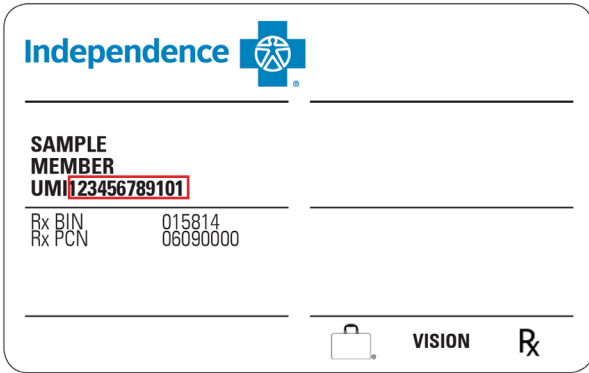
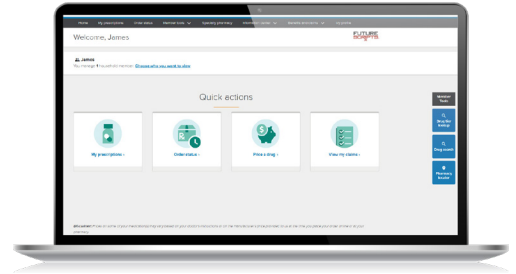
# How to Use Rx Mail Order

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

You will need to complete a one-time registration to enable access to 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:

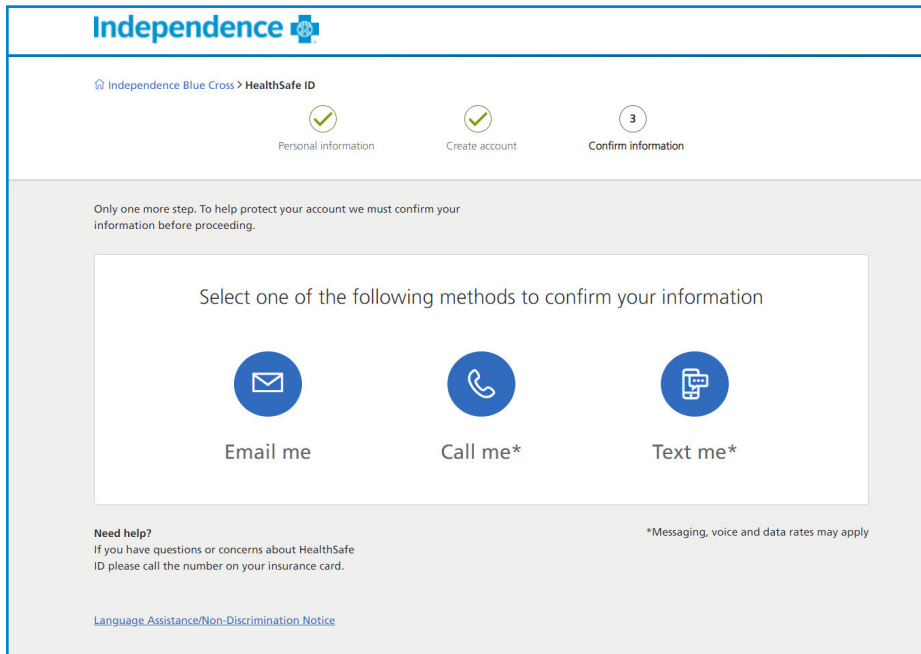


**Step 1:** Enter your personal information and member ID. The member ID is noted as “Cardholder ID” on this sign up page. When entering your member ID, do not include the first three characters of the member ID. Please ensure that you enter your name as it appears on your card. If you have a middle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

**Step 3:** A confirmation message from HealthSafe ID® will be sent via email, phone, or text to verify your information. After you select your preferred method, follow the instructions within this message to complete the verification process.



## Mail order

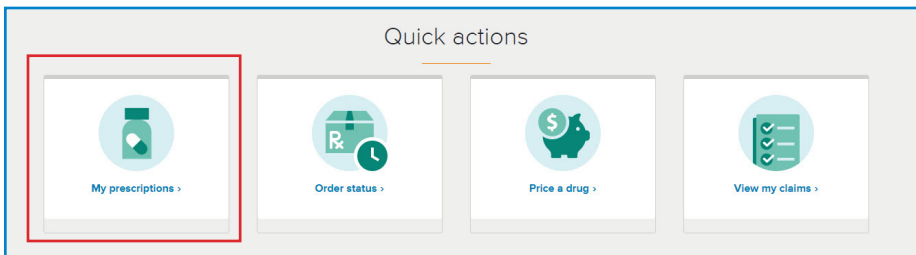
Mail order, or home delivery, helps make sure you always have medications on hand and may save you money. Medications arrive right at your door. You can quickly see which medications can be ordered through mail order delivery or transfer a retail prescription — all with a couple of clicks.

There are a few ways to start mail order or transfer prescriptions.

1. From the **Quick Actions**, select *My prescriptions* icon.
2. From the home page, select the *Home Delivery* button.

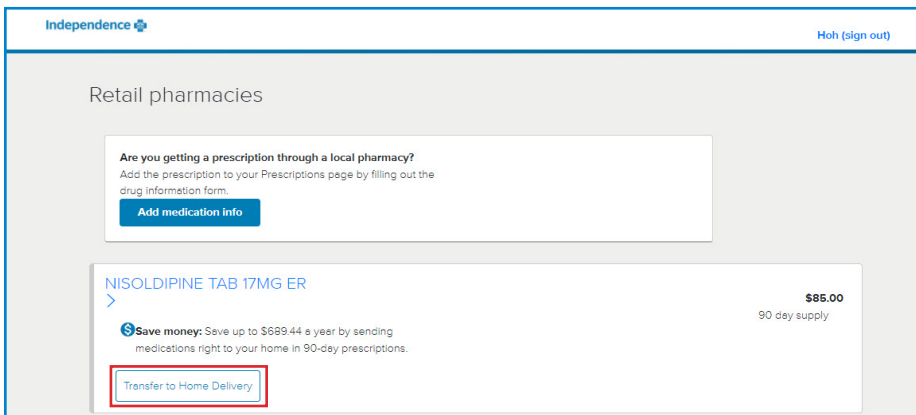
### Step 1

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

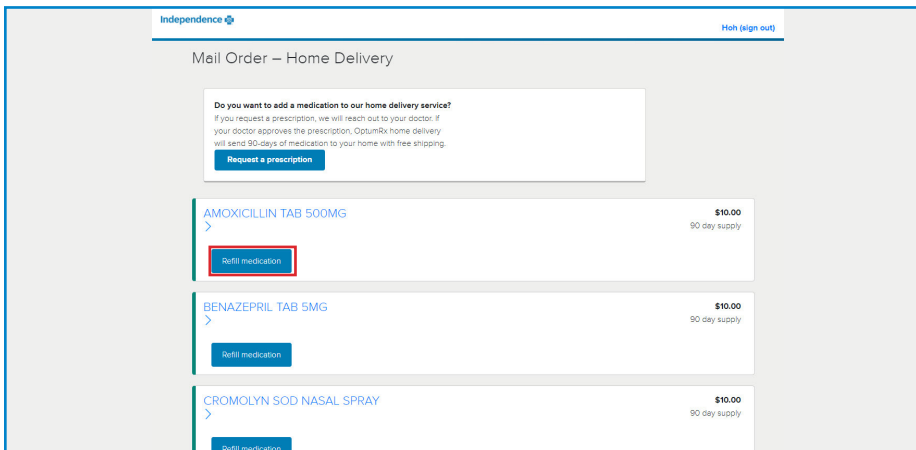


### Step 2

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



To refill or renew a current mail order medication, click the *My prescriptions* icon to view all eligible prescriptions. Click *Refill medication* or *Renew prescription* to complete the checkout process.



### Step 3

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

The screenshot shows the 'Cart' page on the FutureScripts website. The navigation bar at the top includes links for Home, My prescriptions, Order status, Member tools, Specialty pharmacy, Information center, Benefits and claims, and My profile. The main content area is titled 'Cart' and features a 'Medications in Cart (1)' section. This section displays a 'New Prescription' for 'OPTUM<sup>®</sup> SIMVASTATIN TAB 20MG' with a quantity of 90 and a 90-day supply. The price is \$5.64. Below the medication details, there is a note about reaching out to the provider to approve a prescription. The provider information is: Kenneth Smith, 2689 Solution Center, Chicago, IL 60677, with a phone number of 586-329-1880. A 'Remove from cart' link is present. To the right, an 'Order summary' box shows 1 item and a subtotal of \$5.64. A red box highlights the 'Proceed to Checkout' button.

### 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 shows the checkout page on the FutureScripts website. It is divided into several sections: 'Shipping Address' (1919 MARKET ST, PHILADELPHIA, PA 19103-1491), 'Shipping Method' (Standard shipping \$0.00, estimated delivery by 11/14/2020), 'Payment' (Visa ending in 6243), and 'Contact Information' (a field to add an email address). Below these is the 'Items (1)' section, which is a smaller version of the cart item shown in Step 3. At the bottom right, the 'Order Total' is \$5.64, and a red box highlights the 'Place order' button.

## 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 the estimated delivery date. Alerts will notify you of actions you need to take to keep your orders moving without calling customer service.

## Questions?

If you have a question about using the enhanced mail order tools, please call the number on the back of your member ID card.

Other Providers 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).