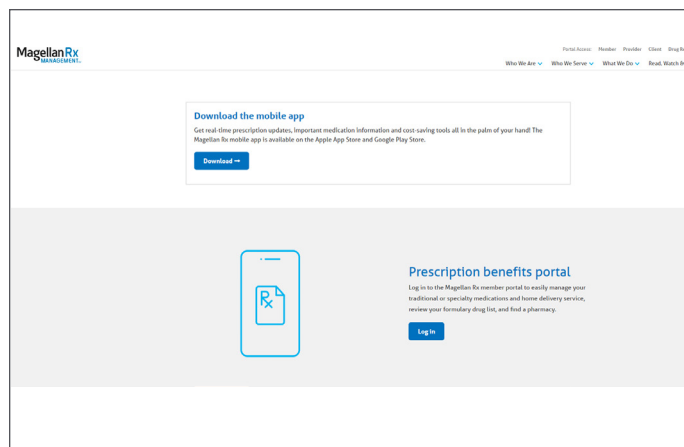


# Member Portal Guide

Our secure member portal makes it easy for you to order refills, view claims and more!

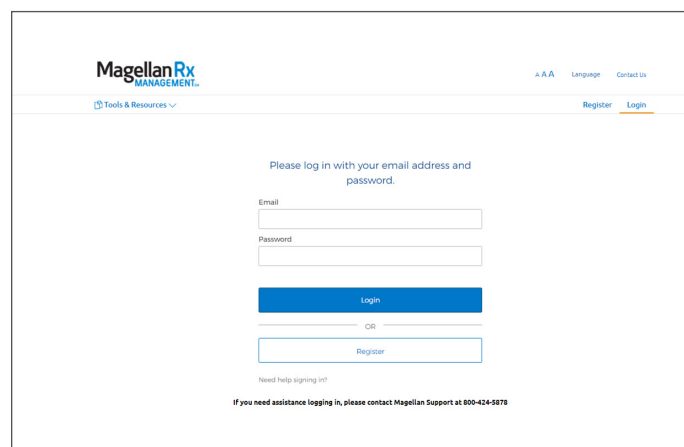


## STEP ONE

Visit **magellanrx.com** and select **Portal Access: Member** at the top of the page.

Scroll down to the **Prescription benefits portal** and click on the blue **Log in** button.

Or, go directly to **magellanrx.com/member/login**.

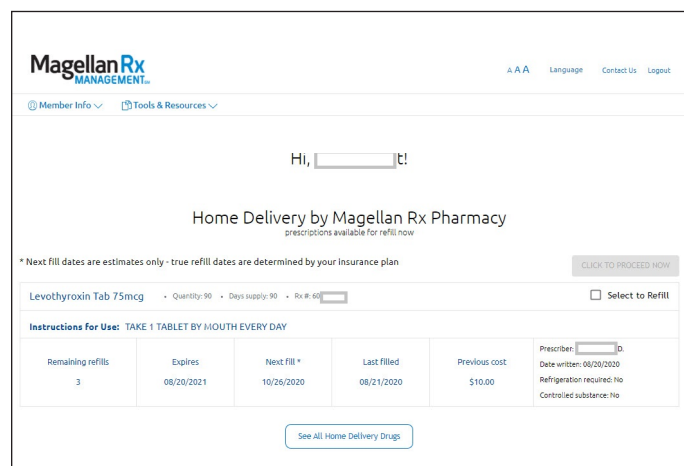


## STEP TWO

Log in. You will need to complete the one-time registration process the first time you log in.

To register, fill out the registration form. Click on the confirmation link sent to the email you registered with within 24 hours. You will need to re-register if you don't click on the link within 24 hours.

The link will take you to the member login page. This completes your registration.



## STEP THREE

Get to know your dashboard to:

- Access your ID card
- View recent claims
- Renew and refill home delivery prescriptions
- Access on-demand medication videos, and more!

## HOW TO REFILL A HOME DELIVERY PRESCRIPTION:

Home delivery through Magellan Rx Pharmacy may work well for you if you take drugs for long-term conditions. These conditions include arthritis, asthma, diabetes, high blood pressure and high cholesterol.

The screenshot shows the Magellan Rx Pharmacy member portal dashboard. At the top, there's a header with the logo and navigation links. Below the header, a greeting "Hi, [Name]!" is displayed. The main heading is "Home Delivery by Magellan Rx Pharmacy" with a subtext "prescriptions available for refill now". A note states: "\* Next fill dates are estimates only - true refill dates are determined by your insurance plan". Below this, there's a section for "Levothyroxin Tab 75mcg" with details: Quantity: 90, Days supply: 90, Rx #: 60. A "Select to Refill" checkbox is present. A table shows prescription details: Remaining refills (3), Expires (08/20/2021), Next fill (10/26/2020), Last filled (08/21/2020), Previous cost (\$10.00), and Prescriber (JOHN DOE). A "See All Home Delivery Drugs" button is at the bottom.

1. After a successful login to the secured member portal, you will see the **Dashboard** screen.

This screenshot is identical to the previous one, but the "Select to Refill" checkbox for the Levothyroxin prescription is now checked. The "CLICK TO PROCEED NOW" button is highlighted in blue.

2. Choose the **Select to Refill** box next to each medicine you would like to refill, then choose the **CLICK TO PROCEED NOW** button.

The screenshot shows the "Shipping Information" screen. It has a heading "Home Delivery by Magellan Rx Pharmacy" and a subtext "Shipping information". A link "GO BACK TO PRESCRIPTIONS" is on the left. The main question is "Would you like to expedite your shipment?". There's a "Rush Shipment for an additional" checkbox. Below this, a note explains that rush orders are processed within 3-5 business days. Another question is "Where would you like your shipment sent?". There are two options: "+ ADD NEW SHIPPING ADDRESS" and a radio button for "123 TEST ADDRESS" (GLEN ALLEN, VA 23060). A "CONTINUE TO BILLING" button is at the bottom.

3. Select or enter your preferred **shipping address** and click **CONTINUE TO BILLING**. You also have the option to expedite your shipment, if needed.

The screenshot shows the "Billing Information" screen. It has a heading "Home Delivery by Magellan Rx Pharmacy" and a subtext "Billing information". A link "GO BACK TO SHIPPING ADDRESS" is on the left. The main question is "How would you like to pay for your prescriptions?". Below this, a note says "Choose from a previously used credit card or add a new card." There's a "+ ADD NEW CARD" button and a list of existing cards. One card is selected: JOHN DOE, VISA \*\*\*\*\*, Expires on 4/2025, Authorized Spending Limit: \$5.01. A "REVIEW" button is at the bottom.

4. Select or enter your **billing information** and click **REVIEW**.

The screenshot shows the "Order Review" screen. It has a heading "Home Delivery by Magellan Rx Pharmacy" and a subtext "Your order is ready for processing. Please review and if there are no changes, click Submit Order." It displays the payment method (JOHN DOE, VISA \*\*\*\*\*, Expires on 4/2025, Authorized Spending Limit: \$5.01) and the ship to address (123 TEST ADDRESS, GLEN ALLEN, VA 23060). Below this, a table shows the prescription details: Levothyroxin Tab 75mcg, Quantity: 90, Days supply: 90, Rx #: 60, Estimated Cost: \$10.00. A "Rush Shipment for an additional \$19.95" checkbox is checked. The "Total Cost: \$29.95" is displayed. A "SUBMIT ORDER" button is at the bottom.

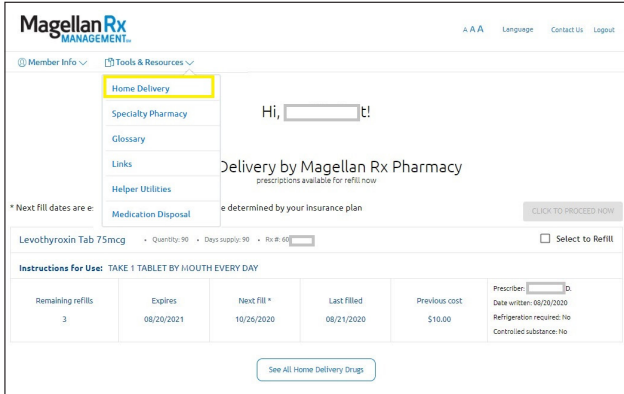
5. Review your **order details** and click **SUBMIT ORDER**.

The screenshot shows the "Success" screen. It has a heading "Home Delivery by Magellan Rx Pharmacy" and a subtext "Success!". A message says "Your order has been submitted. Your order number is 18 [redacted]". Below this, a note says "You may wish to make a note of this in case you need to contact us about your order." It displays the payment method and ship to address. Below this, a table shows the prescription details: Levothyroxin Tab 75mcg, Quantity: 90, Days supply: 90, Rx #: 60, Estimated Cost: \$10.00. A "Rush Shipment for an additional \$19.95" checkbox is checked. The "Total Cost: \$29.95" is displayed. A "GO BACK TO MY ORDERS" button is at the bottom.

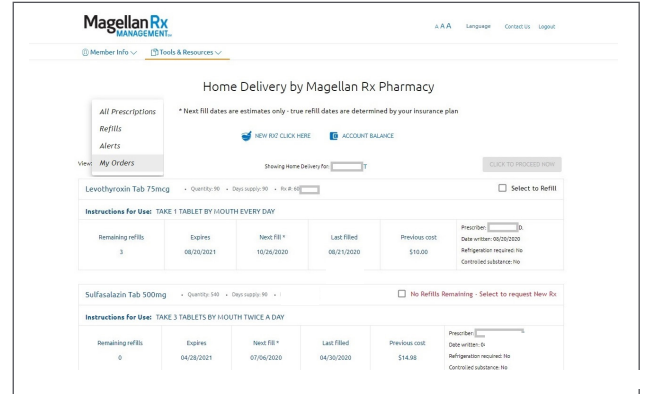
**Success!** Your order has been submitted. Please make a note of your order number.

## HOW TO TRACK YOUR HOME DELIVERY ORDERS:

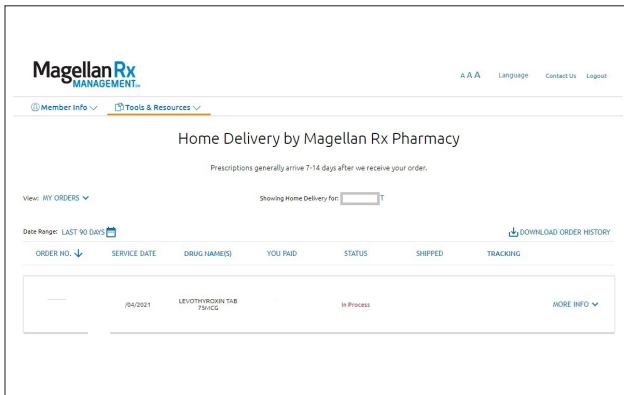
You can also track the status of your home delivery orders through your secure portal by following the steps below.



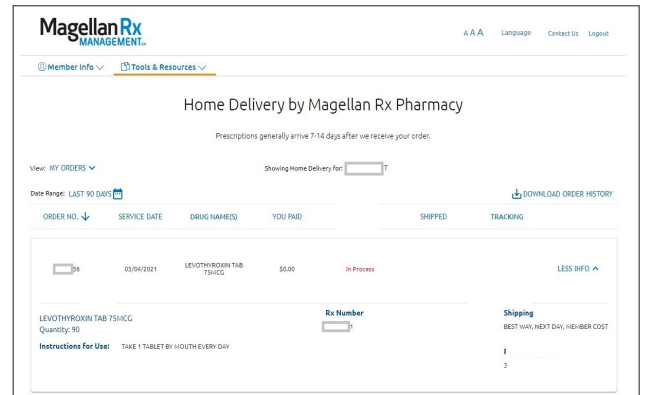
1. From the Dashboard, click on **Tools & Resources** and select Home Delivery.



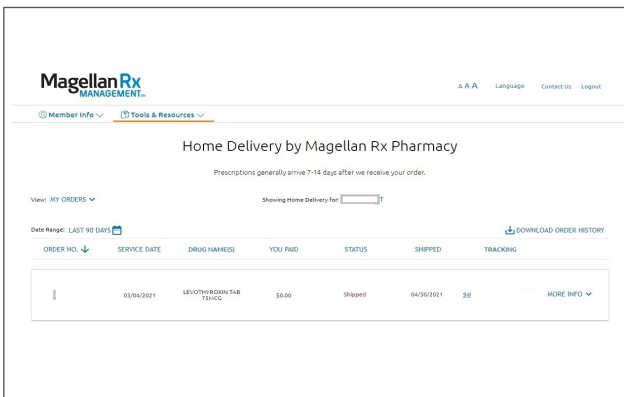
2. The view will default to All Prescriptions. To view your orders, select **My Orders** from the View drop-down menu.



3. To **view details** on a specific order, select MORE INFO.



4. Here, you can review drug name, dosage, shipping information and more.



5. Once your order has been shipped, the status will change to Shipped and the tracking number will be available. To get up-to-date information on the **tracking status** of your order, click on the TRACKING link to be taken to the appropriate carrier site.

## HOW TO ACCESS YOUR SPECIALTY PHARMACY INFORMATION:

You will need to register if you receive a specialty drug through Magellan Rx Pharmacy. This will help you get the medicine you need and the personalized support and care to help manage your condition.

The screenshot shows the Magellan Rx Management dashboard. At the top, there's a navigation bar with 'Member Info' and 'Tools & Resources'. Under 'Tools & Resources', a dropdown menu is open, showing options like 'Home Delivery', 'Specialty Pharmacy' (highlighted with a yellow box), 'Glossary', 'Links', 'Helper Utilities', and 'Medication Disposal'. Below the menu, there's a greeting 'Hi, [Name]!' and a section for 'Delivery by Magellan Rx Pharmacy' with a 'CLICK TO PROCEED NOW' button. A table shows medication details for 'Levothyroxin Tab 75mcg', including quantity, supply, and cost. At the bottom, there's a 'See All Home Delivery Drugs' button.

1. From the Dashboard, click on **Tools & Resources** and select Specialty Pharmacy.

The screenshot shows the Magellan Rx Pharmacy Patient Portal login page. It features the Magellan Rx logo and a 'LOG IN / CREATE ACCOUNT' section. There are input fields for 'USER NAME' and 'PASSWORD', and buttons for 'LOG IN', 'CREATE ACCOUNT', and 'FORGOT PASSWORD'. A note mentions that an MRN number is needed for registration and that the portal has been upgraded.

2. If this is your **first time** accessing the specialty pharmacy portal, select CREATE ACCOUNT.

The screenshot shows the Magellan Rx Pharmacy Patient Portal account selection page. It asks the user to 'Please select an Account Type:' with radio buttons for 'Patient' (selected), 'Caregiver', and 'CPR+ User'. There are 'Next' and 'Cancel' buttons. A note mentions that an MRN number is needed for registration.

3. You will need to complete a **separate, one-time registration**. Select the Patient Account Type and click Next.

The screenshot shows the Magellan Rx Pharmacy Patient Portal account creation page. It includes a section for 'ACCOUNT INFORMATION: Patient' with fields for 'USERNAME', 'PASSWORD', 'VERIFY PASSWORD', 'E-MAIL ADDRESS', 'CONFIRM E-MAIL ADDRESS', 'PATIENT'S FIRST NAME', 'PATIENT'S LAST NAME', 'PATIENT'S ZIP CODE', 'PATIENT'S DATE OF BIRTH', and 'PATIENT'S CPR+ MRN'. There are 'Submit' and 'Cancel' buttons. A note mentions that all fields are required.

4. You will be asked for your **Member Record Number (MRN)**. To obtain your MRN, please call 866.554.2673.

The screenshot shows a message from Magellan Rx Pharmacy stating 'Activation Pending'. It explains that the account is pending activation and that the user will receive an email once activation is complete. It also mentions that the user should allow 24 hours for account activation.

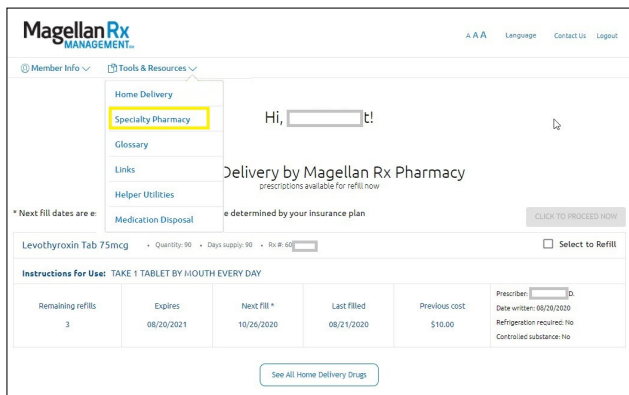
5. There is a manual **activation period** of 24 hours. You will receive an email once your activation is complete.

This screenshot is identical to the one in step 1, showing the Magellan Rx Management dashboard with the 'Specialty Pharmacy' option highlighted in the 'Tools & Resources' menu.

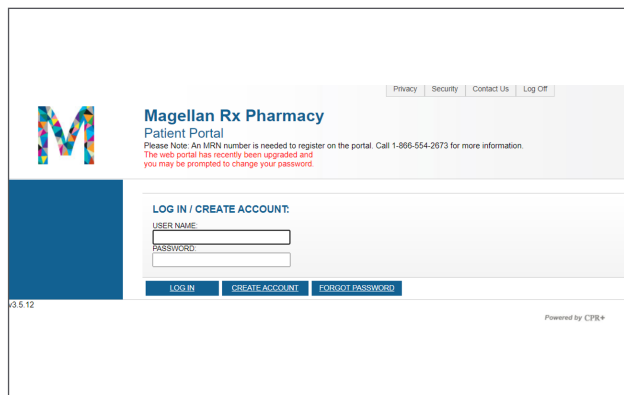
6. Once activation is complete, follow steps 1-2 from page 1 of this guide and select Specialty Pharmacy under Tools & Resources to log in to your specialty pharmacy portal.

## HOW TO TRACK YOUR SPECIALTY PHARMACY ORDERS:

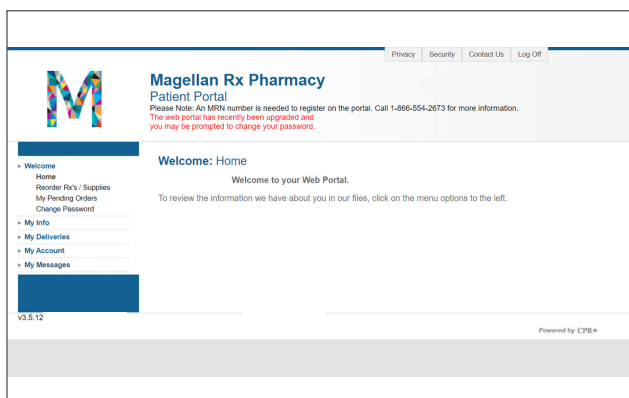
You can also track the status of your specialty pharmacy orders by following the steps below. Be sure to log in to your secure member portal first, following steps 1-2 on page 1 of this guide.



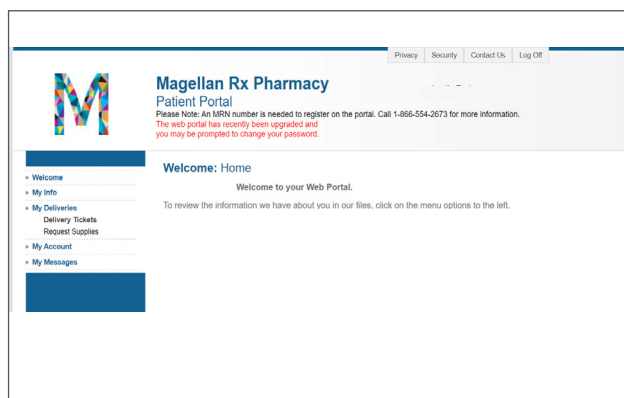
1. From the Dashboard, click on **Tools & Resources** and select Specialty Pharmacy.



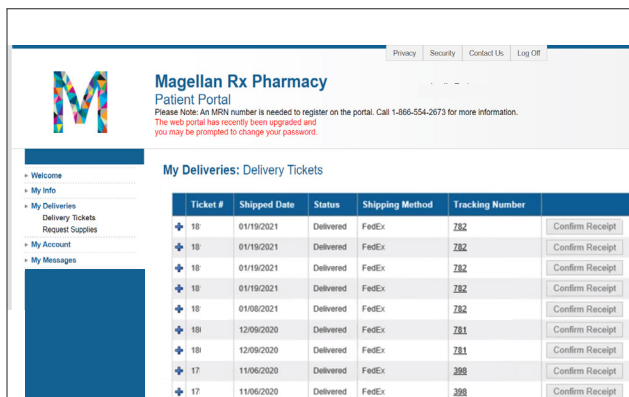
2. **Log in** using the information you submitted when completing your separate specialty pharmacy registration.



3. Once logged in, get to know your dashboard by selecting different options from the menu on the left side of the page.



4. To view your order history, select **My Deliveries** then **Delivery Tickets** from the menu.



5. To get up-to-date information on the tracking status of your order, click on the **Tracking Number** link to be taken to the appropriate carrier site.

## ADDITIONAL RESOURCES:

Find a Pharmacy

Indicates Required Field

Pharmacy Name:

Address:

City:

State:

Zip Code:

Distance:

Search Cancel

Desires Preferred Pharmacy

Pharmacy Name	Address	Phone	Distance	Other Info	Default Pharmacy
HARBING PHARMACY	10225 STAPLES HILL ROAD GLEN ALLEN, VA 23060 Map	804-755-4207	0.46		<input checked="" type="checkbox"/>
RITE AID PHARMACY 11245	9501 STAPLES HILL ROAD RICHMOND, VA 23228 Map	804-501-2275	1.44		<input type="checkbox"/>
CVS PHARMACY	9187 STAPLES HILL RD RICHMOND, VA 23228 Map	804-472-4613	1.70		<input type="checkbox"/>
WAL-MART PHARMACY 10-1523	11400 WEST BROAD STREET RD GLEN ALLEN, VA 23060 Map	804-360-4762	1.80		<input type="checkbox"/>
TARGET PHARMACY	9001 STAPLES HILL RD RICHMOND, VA 23228 Map	804-472-5330	1.88		<input type="checkbox"/>
KROGER PHARMACY 8519	9000 STAPLES HILL RD HENRICO, VA 23228 Map	804-877-9515	1.93	Drive Thru	<input type="checkbox"/>

### Smart Pharmacy Locator

- Locate pharmacies in your area
- Set default pharmacy



### Medication Videos

We offer more than 500 medication videos through our member portal. These videos provide:

- Traditional and specialty medication details
- Disease education
- Side effect awareness

MagellanRx

Price a Drug

Search for a drug and dosage: CAPSULE 250 0140

Enter quantity and brand name: 30 CAPSULE 250 0140

Select pharmacy for pricing

You can select up to 5 pharmacies for pricing

Enter your location

Search

Map

### Price a Drug

- Auto-complete feature assists in searching for a drug
- Ability to select from previously filled drug and see dosage and strength options based on the drug selected
- Comparative drug pricing for up to three retail pharmacies
- Drug pricing messages in clear, understandable language

Login today at [magellanrx.com](https://magellanrx.com).

If you have any questions about your prescription benefits, please call us at 1.800.424.0472.

# The Magellan Rx Mobile App

## On-hand prescription drug management tools

The Magellan Rx app can help you understand and maximize your prescription drug benefits. Get access to real-time updates, medication information and drug cost savings tools in the palm of your hand!



**Check the status of  
your prescriptions**



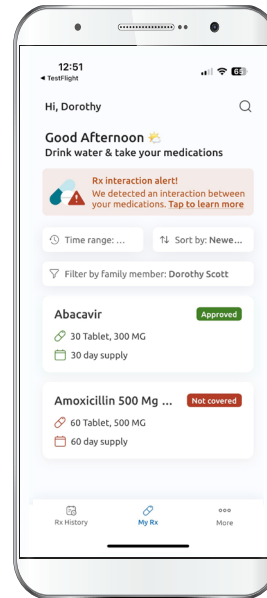
**Price a drug**



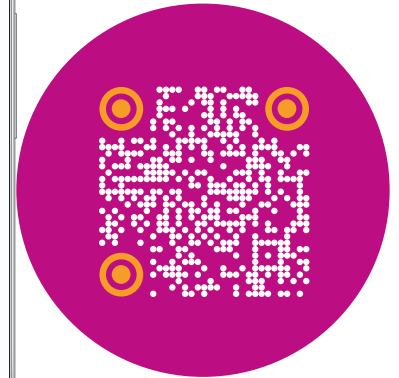
**Get prescription  
information**



**View Rx claims history  
for you and your  
minor dependents**



**Check out this video to  
learn how to use the  
Magellan Rx Mobile App!**



**The Magellan Rx app is available on the Apple app store and Google play store.  
Search for "Magellan Rx" in your app store to download the app!**

### Questions?

Contact Magellan Rx Customer Service 24/7 at 1.800.424.0472 with any questions about your prescription benefits.