# How to use mail order for prescriptions

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.

# **Registering is easy**

You will need to complete a one-time registration to get access to the new prescription drug tools in your member account. After you log in to ibx.com, click on the *My Care* menu and then *Pharmacy Mail Order/Home Delivery*.

You will be directed to ibx-rxportal.sxc.com to enroll as a new user. This site uses HealthSafe<sup>®</sup> ID to help protect the security of your personal information.

Have your member ID ready (see example) 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. Also, be sure to enter your name as it appears on your card. If you have a middle initial or name, 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<sup>®</sup> 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.

| Independence 🤷   |                          |                       |  |
|--|--------------------------|-----------------------|--|
| Ghat A and a state of the state of |                          |                       |  |
| Personal inf   | formation Create account | 3<br>Confirm informat | on                                     |
| Only one more step. To help protect your account information before proceeding.  | unt we must confirm your |                       |  |
| Select one of th   | ne following methods     | to confirm your in    | nformation                             |
|  | C                        |                       |  |
| Email me   | Call me                  | * Te                  | xt me*                                 |
| Need help?<br>If you have questions or concerns about Health<br>ID please call the number on your insurance ca   | iSafe<br>rd.             | *Me                   | saging, voice and data rates may apply |
| Language Assistance/Non-Discrimination Notice  | e                        |                       |  |

| SAMPLE<br>ME <u>MBER</u><br>UMI <mark>123456789101</mark> |        |                |
|---|--------|----------------|
| Rx BIN 015814<br>Rx PCN 06090000                          |        |                |
|   | VISION | R <sub>x</sub> |





# Using mail order

There are a couple of ways to start a new mail order or transfer a prescription.

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

#### Step 1

From the **Quick actions menu**, select *My prescriptions*.



#### Step 2

You'll see a list of your prescription medications eligible for home delivery. Select *Transfer to Home Delivery*.

| Independence 🧔  | Hoh (sign out)                  |
|---|---------------------------------|
| Retail pharmacies   |                                 |
| Are you getting a prescription through a local pharmacy?<br>Add the prescription to your Prescriptions page by filling out the<br>drug information form.<br>Add medication info |                                 |
| NISOLDIPINE TAB 17MG ER  Save money: Save up to \$589.44 a year by sending medications right to your home in 90-day prescriptions.  Transfer to Home Delivery                   | <b>\$85.00</b><br>90 day supply |

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.

| Independence 🐢   | Hoh (sign out                   |
|--|---------------------------------|
| Mail Order – Home Delivery   |                                 |
| Do you want to add a medication to our home delivery service?<br>If you request a prescription, we will reach out at your adopts. If<br>your doors approve the prescription, Opauha frame delivery<br>will send 90 days of medication to your home with free shipping.<br>Request a prescription |                                 |
| AMOXICILLIN TAB 500MG<br>>   | <b>\$10.00</b><br>90 day supply |
| BENAZEPRIL TAB 5MG   | \$10.00<br>90 day supply        |
| CROMOLYN SOD NASAL SPRAY   | <b>\$10.00</b><br>90 day supply |

## Step 3

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

| Home My prescriptions Order statu<br>Cart   | s Membertools 🗸 S                                  | Specially pharmacy Information center                | ✓ Benefits and | claims 🗸 My profile |        |
|---|--|--|----------------|---------------------|--------|
| Medications in Cart (I)   |  |  |                | Order summary       | _      |
| Were Prescription<br>Contruminy<br>SIMVASTATIN TAB 20MG<br>Gyr 90 90-day supply   |  | 2  | \$5.64         | Subtotal            | \$5.64 |
| We are reaching out to your provider to<br>approve a prescription. You can elso<br>reach out your doration thankini,<br>which may speed up the process. | Provider<br>Kenneth Smith<br>Phone<br>586-329-1880 | Address<br>2689 Solution Center<br>Chicago, IL 60677 |                |                     |        |
| X Remove from cart  |  |  |                |                     |        |

### 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*.

| Shipping Address<br>1919 Market ST<br>PHILADELPHIA PA 19103-1491   |  | Change   |  |
|--|--|--|--|
| Shipping Method  | eved medications.                      |  |  |
| Payment<br>Vise ending in 5243   |  | Change   |  |
| Contact Information<br>Prese add an email address  |  | + Email Addres   |  |
| Items (1)  |  |  |  |
| We sire reaching but to your<br>provider to approve a procession<br>to use an approve a precedure on the your<br>approvement out to your<br>approvement out your<br>approvement out to your<br>a | Youider<br>Cenneth Smith<br>Yoone 1980 | \$5.64<br>Address<br>2689 Solution Center<br>Chicago, IL 60677 |  |
| X Remove from cart   |  |  |  |
|  |  | Order Total \$5.64   |  |

#### 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.

To speak with your Independence dedicated Customer Service Representative, call 1-833-444-BLUE (2583). Your representative is available Monday – Friday, 8 a.m. – 9 p.m.

Other Providers are available in our network.

Your mail order benefit is administered by OptumRx, an independent company.

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).



