Member Portal User Guide

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Table of Contents

Introduction

The Member Portal is a website that gives members convenient, 24-hour access to personal health information from anywhere with an internet connection. There are two ways to get your personal health information electronically. You can use the web-based Member Portal or download the Mobile Application.

This user guide shows you how to:

- Sign up for the Member Portal
- Access the Member Portal
- Understand commonly-used functions within the Member Portal
- Search for claim and drug information
- Search for in-network pharmacies by name, location and coverage type
- Get turn-by-turn directions to a nearby in-network pharmacy
- Contact a pharmacy
- Access your plan information
- View uploaded documents and forms
- Change login credentials

Getting Started

This page introduces you to the Member Portal and describes the basics of how to navigate through the portal.

Topic	Description
Access Member Portal	Describes how to access the Member Portal through the website. This topic also provides how to register and log in as a new member
Member Overview	Describes the layout and functions available in the Member Portal, such as how to interpret icons and controls

Access Member Portal

Members can access the Member Portal at https://usrxcare.com/member/.

REGISTRATION:

If this is your first time logging in, registration is needed to use the Member Portal. The portal gives you the chance to register by completing three steps. Once you are registered, you are able to do many tasks on your own.

On the site's main screen, the **Member Login** dialog box is displayed. From here, you can click “Register**”** to move on with registration. Once you click “Register,” you will see th**e Registration** dialog box.

To start, fill out the following steps:

1. **Fill out** the following fields:

Field	Action
First Name	Enter your first name as it appears on your Member ID card
Last Name	Enter your last name as it appears on your Member ID card
Email Address	Enter a valid email address

2. Click “Continue” to move forward to the next section

3. **Fill out** these fields:

<table>
<tr><th>Field</th><th>Action</th></tr>
<tr><td>User Name</td><td>Create a unique user name. This user name has to be at least two characters in length</td></tr>
<tr><td>Password</td><td>Create a password that meets the following guidelines:
Password cannot have your account name, first name or last name
Password must be at least eight characters in length
Password must have at least one character from all of these four categories:
Uppercase characters (A-Z)
Lowercase characters (a-z)
Base 10 digits (0-9)
Non-alphabetical characters (!, $, #, %, etc.)</td></tr>
<tr><td>Confirm Password</td><td>Confirm the password by typing it again in the text box</td></tr>
<tr><td>Member ID</td><td>Enter the unique identifier provided by your plan's administrator. This number can be found on the front of your Member ID card</td></tr>
<tr><td>Date of Birth</td><td>Enter your date of birth</td></tr>
<tr><td>Rx BIN</td><td>Enter the unique bank identification number (BIN) that identifies you and your prescription drug plan. This number can be found on the front of your Member ID card</td></tr>
<tr><td>Rx PCN</td><td>Enter the unique processor control number (PCN) that identifies you and your prescription drug plan. This number can be found on the front of your Member ID card</td></tr>
</table>

4. Click “Continue” to move forward to the next section

5. Once **Security Info** dialog box displays:
   a. Select first security question
   b. Provide the answer to the first question and click “OK”
   c. Select the second security question
   d. Provide the answer to the second question and click “OK”
   e. Review and accept the Privacy Policy and Terms of Service
   f. Click “Sign Up” to process your registration information
   g. The **Verify Email** dialog box will show

6. Once you have entered the needed information, verify your email. To verify:
   a. Click “Verify Email”
   b. You will get an email with a six digit code
   c. Enter the code in the **Verification** dialog box
   d. You will get a message: “Email Verification Successful. Your Email address has now been verified”
   e. Click “OK”

LOG IN:

As a registered member, a secure login lets you log into the Member Portal using your Username and Password. To log in:

1. Enter your Username and Password in their own fields
2. Click “Login” to fill out the login process that will take you to the **Member Home** page

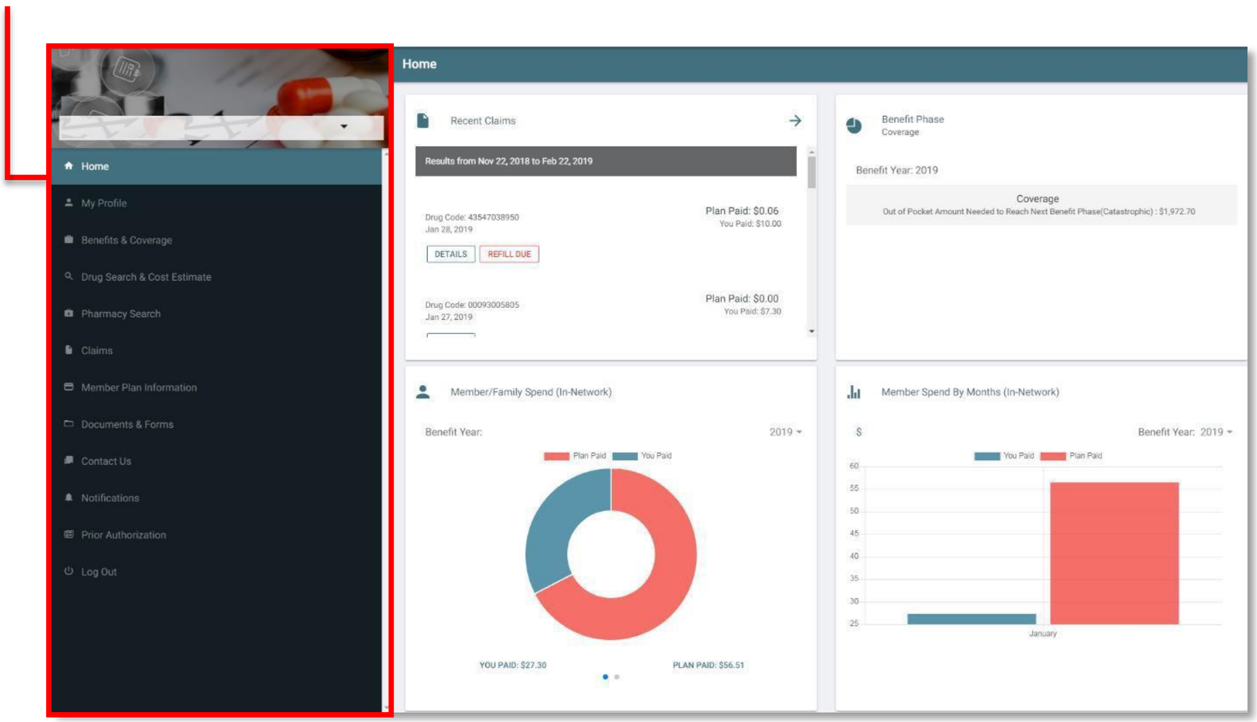
Member Overview

The user-friendly overview lets you view information about your benefits and coverage. Informational updates will be maintained about pharmacies, drugs and formularies. The Member Portal is more than just a list of pharmacies and formularies; you can give commands by choosing and clicking on icons or by choosing commands from lists displayed on the screen or mobile device.

When you log into the Member Portal, the **Home** page is chosen by default. The navigation menu gives quick access to information on the website. Once you are on the **Home** page, you will have the ability to view your active coverages and toggle between them.

The buttons, links and tabs available on each page are explained within these sections of this document.

Navigation Menu



Home

Once you have successfully logged in, you are taken to the **Home** page, where you have the choice to navigate to other pages in the portal.

Home Page Features

From the **Home** page, you can view these sections:

- **Recent Claims**: You can view the last 90 days of your claims history
- **Coverage Phase**: To view your coverage, click "Benefit Year." The benefit years of your coverage will appear. Select the year that you want to view
- **Member/Family Spend:** To view your household spend on health-related costs, click "Benefit Year." The benefit years of your coverage will appear. Select the year that you want to view
- **Member Spend-By-Months:** To view your spend on health-related costs per month, click "Benefit Year." The benefit years of your coverage will appear. Select the year that you want to view
- **Member Plan Information:** You can view and print your member ID card
- **Recent Notifications:** View important notifications from your plan

Once you've successfully accessed your home page, rely on the left-hand navigation menu to find the information you're looking for. You can click the arrow to view your active coverages. Once you have chosen your coverage, these menu choices will appear:

Menu Options	Description
Home	View the navigation menu where you can quickly navigate to the menu options. You can also view your recent claims, coverage and member spending information
My Profile	Change your member profile information, such as your address, phone number and email address. You can also edit your settings and login security questions on this page
Benefits & Coverage	Review your coverage details, such as your plan details and co-pay (if applicable)
Drug Search & Cost Estimate	Search the drug list to view drug details such as the predicted cost of your drug at nearby pharmacies
Pharmacy Search	Find a specific pharmacy using location-based search terms
Claims	Find your most recent medication claims (based on the date of service)
Member Plan Information	View, print and request an ID card

Menu Options	Description
Documents & Forms	View and/or download your important medical documents
Contact Us	View your plan's contact information
Notifications	Receive prescription refill notifications
Prior Authorization	View your active prior authorizations or a history of prior authorizations based on the date

My Profile

The **My Profile** page lets you to review or request changes to your primary contact, secondary contact and login security questions information. For example, if you move locations, get a new phone number or change your email address, you can request to change to your primary contact information.

You can also view your preferred pharmacy under **My Profile**. If you click the arrow, the **Pharmacy Search Details** page will show and you will be able to view the pharmacy's location, store hours and services.

Once on this page, you'll see these sections:

Section	Description
Primary Contact	This section displays your name and address
Secondary Contact	This section allows you to add/edit a secondary contact
Settings	This section allows you to edit your notification preference and chance your password
Login Security Questions	This section lets you to edit your login security questions

Primary Contact

Your primary contact information was made at the time of enrollment. To change your primary contact information:

1. Answer the question, "Is the primary contact information shown below up to date?"
   a. Click **"Yes"** if you are satisfied with your information that displays in the Primary Contact section
   b. Click **"No"** if you need to change your primary contact information. A message will display to contact your plan administrator
2. Click "**OK**"

Note: *There is no automatic email sent to your plan administrator. You must contact your plan administrator to request a change to your primary contact information*

Secondary Contact

This information can serve as the most up-to-date contact information until your primary contact information is changed by your plan administrator.

To add secondary information:

1. Click "Edit"
2. The **Add Secondary Information** window will show
3. These fields will be enabled and you will be able to change this information:

   a. Address
   b. City
   c. State
   d. Zip
   e. Phone Number
   f. Email
4. Click the **"Checkmark (✓)"** to process your changes
5. You will return to the **My Profile** page

Settings

Under **Settings** you may enable and disable notification reminders and reset your password. Notifications for users can be enabled or disabled by moving the switch from right to left.

Change Password

To change your password:

1. Click the "Change Password" button
2. Enter your username, date of birth and security questions
3. Make a new password that meets these requirements:
   a. Password cannot have your account name, first name or last name
   b. Password must be at least eight characters in length
   c. Password must have at least one character from all of these four categories:
      - Uppercase characters (A-Z)
      - Lowercase characters (a-z)
      - Base 10 digits (0-9)
      - Non-alphabetical characters (!, $, #, %, etc.)
   d. Password cannot match any of your previous six passwords
4. Confirm your new password by typing it again in the **Confirm New Password** text box
5. Click the "Reset Password" button or click "Back" to return to the **Settings** page

Login Security Questions

You are required to add security questions on your account for identity verification. Setting up password recovery security questions to your account lets you to reset your password anytime by answering the security questions and then getting a new password in your email account. If you forget your password, you'll be able to reset it from the **Portal Login** page. All users with an active portal account are able to set up security questions and use this process to reset their password.

To edit your security questions:

1. Click "Edit"
   a. The **Edit Security Questions** window will show
   b. Choose two security questions and give answers to each
2. Click the "**Checkmark (✓)**" to process your changes
   a. You will return to the My Profilepage

Benefits & Coverage

If you want to know what your plan covers, what your coverage costs or what your share of costs will be, the **Benefits & Coverage** page gives you helpful information about Preferred Rx Coverage and Non-Preferred Rx Coverage.

To search for your benefits and coverage information, select "Benefits and Coverage" from the navigation menu. You will see these sections appear:

Plan Details

The **Plan Details** section displays your costs for medical services offered to you as a member. In this section, you may see these costs:

Term	Description
Individual Deductible and Family Deductible	A deductible is the amount you pay for prescription drugs for you or your family before your health insurance begins to pay
Individual Max Out-of-Pocket and Family Out-of-Pocket	The max out-of-pocket is the most you could pay during a coverage period (often one year) for you or your family's share of the cost of covered services

Copay

The **Copay** section will show the fixed amount you pay for prescription drugs. For example, you may pay a lower copayment for generic drugs than brand-name drugs. In this section, you will see these costs:

Term	Description
Tier	Drugs on a formulary are often grouped into "tiers." A tier determines your portion of the drug cost
Copay/Coinsurance	Your share of the costs of a covered prescription
Max Copay	The greatest dollar amount you may be required to pay for your share of the cost of a covered prescription

1. To view the number of days of supply, click "Copay"
   The **Copay** dialog box displays.
2. Select "30 Day Supply" or "90 Day Supply"
   The cost shows in the **Copay** section.

Note: *To view more information about copays, click "Understand Copay." A dialog box will show copay examples.*

Drug Search & Cost Estimate

The **Drug Search & Cost Estimate** page can help you find out if your prescription drug plan covers both brand name and generic drugs. This page can also help you decide if there is a generic drug that costs less than the brand name drug. You will be able to view drug details, such as how your drugs interact and the predicted cost of your drugs.

To use this function:

1. Click "Drug Search" on the navigation menu
2. Search for a drug by entering the name of the drug in the **Drug Name** field
3. The **Drug** text field will generate search results after you type three letters. You can type the name of your drug until a list displays, then you can make your pick. Additionally, you can narrow your search by clicking "Filters"
4. When the **Filters** dialog box displays, select these filters to apply:
    a. Covered Only
    b. Over-the-Counter Available
    c. Generic Alternatives

You will see a list of drugs in the results section. Select a drug from the list. The **Drug Details** page will show. When the drug information populates, you will be able to view these details about your drugs:

Field	Description
Drug Name	The name of the drug (e.g., Tylenol with Codeine)
Title	The Product/Therapeutic Class of the drug (e.g., Acetaminophen/Codeine - Oral)
Uses	A list of additional uses for the drug (if any)
Strength	The amount of drug in the dosage form (e.g., 500 mg capsule)
Drug Type	Product classification (e.g., Multisource Brand (MSB)
Covered	The prescription drugs that your insurer pays for under your plan
Prior Authorization Required	Before the plan will cover a particular drug, your doctor or other prescriber must first show the plan it's medically necessary for you to have that particular drug
Step Therapy	First-line therapy required before consideration of coverage
Quantity Limits	Plans may set quantity limits on the amount of drugs they cover over a certain period of time
How to Use	Instructions of how to take your medication (e.g., orally)
Side Effects	An undesirable secondary effect which occurs in addition to the desired therapeutic effect of a drug or medication

Field	Description
Generic Alternatives	Containing the same ingredients as brand name goods but at a lower cost
Other Band Name(s)	A trademark-protected name

To view the drug interaction:

1. Click “**Drug Interaction**” The dialog box will show
    a. You’ll see the number of drugs, status, patient info, patient management, mechanism of action, and clinical effects of the selected drug

To search for the estimated cost of a prescription drug:

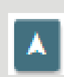
1. Click “**Estimate Cost”** The Estimated Cost dialog box will show
2. Enter your zip code and drug quantity
3. Click “**Search**” to view the pharmacies in your area and the price of the selected drug

Pharmacy Search

To search for a pharmacy using the **Member Portal** or **Mobile Application**:

1. Click “Pharmacy Search” on the left-hand navigation menu. The **Pharmacy Search** page will show
2. Enter the pharmacy name and zip code, then click “Search.” A list of pharmacies will show in the search results box
3. Click “Filters” to narrow your search. When the **Pharmacy Search Filters** dialog box displays, select these filters to apply:
    a. Radius
    b. Pharmacy Type
    c. Pharmacy Networks
4. Click “Apply Filters.” A list of pharmacies will show in the **Search Results** box
5. Select a pharmacy from the list. The **Pharmacy Search Details** page will show the location, store hours and services of the selected pharmacy
6. If you want to save the selected pharmacy as your preferred pharmacy, click “Save as my Favorite Pharmacy”

Once you are on the **Pharmacy Search** page, you can click these buttons to call and/or find the pharmacy:

Name	Button	Function
Pharmacy Phone number		Click the **Phone** button to call the selected pharmacy
A map and directions will be displayed in a new window if they are available		From the Location section, you can click the **Directions Arrow** to show where the pharmacy is located. A map and directions will be displayed in a different window if they are available

Claims

The Claims page lets you access information about your drug claims. From here, you can check the status of your claims. If you are looking for a specific claim, you can enter a date range. You can narrow your search even more by filtering by "Medication Name" and "Rx number." Claim records are stored for up to 24 months.

To search for a claim:

1. Enter the date range in the "Date From" and "Date To" fields. Click "Search." A list of drug claims will show in the results box. If you want to narrow your search, click "Filters"
2. When the **Filters** dialog box displays, select these filters to apply:
   a. Medication name
   b. Rx Number
3. Click "Apply Filters." A list of drugs will show in the search results box
4. Select a medication claim from the list. The **Claim Details** page will show Drug Details and Generic Alternatives of the selected drug

   Note: *For more information about the selected drug, you can click* ***Drug Details****. The Drug Search page will show. Refer to* *Drug Search & Cost Estimate* *section for more information.*

The search results have the following information about each claim:

Field	Description
Medication	The drug used to diagnose, cure, treat or prevent disease
Rx ID	The numerical drug identifier
Service Date	The date the medication was rendered
Quantity	The amount of medication prescribed
Days Supply	The number of days the quantity of the medication should last
Your Paid Amount	The amount you paid for the prescribed medication
Plan Paid Amount	The amount your plan paid for the prescribed medication
National Drug Code (NDC)	The unique numerical identifier assigned to each medication
Pharmacy Name	The institution where the medication was dispensed
Prescriber Name	The person who prescribed the medication

Member Plan Information

From the **Member Plan Information** page, you can view and print your Member ID card.

Click "Member Plan Information" on the left-hand navigation menu. The **Member Plan Information** page will show.

You'll see a snapshot of your Member ID card with the following information:

- Subscriber Member Name
- Subscriber Member ID
- Rx BIN (Bank Identification Number)
- Rx PCN (Processor Control Number)
- Group Number
- Dependent Information (if applicable)

To print your ID card, click the "**Print**" button.

Note*: If your Member ID card is lost or damaged, please call the plan to ask for a new ID card.*

Document & Forms

Required forms and documentation can be found in the links located on this page. Forms can be opened in a new window and downloaded for printing or documentation purposes.

1. To view the document, click the "**Document**" icon. The document will open in a new window
2. To download a document, click the "**Download**" arrow next to the desired document

Contact Us

Send an email or communicate through Chat Now.

Email: mobilehelp@atlascompass.com

You can click 

to communicate in real time with a customer service agent. You can also contact your plan administrator.

Notifications

You can get push notifications for prescription refill reminders by allowing notifications in **Settings**. See the Settings section of this document for more information.

Prior Authorization

The Prior Authorization page lets you access information about your prior authorizations set by your prescriber. From here, you can also view the history of your prior authorizations. If you are looking for a specific prior authorization, you can enter a date range. You can narrow your search by filtering by "Prior Authorization ID Number," "Medication Name" and "Status."

To search for a Prior Authorization:

1. Enter the date range in the "Date From" and "Date To" fields. Click "Search." A list of prior authorizations will show in the results box. If you want to narrow your search, click "Filters"
2. When the **Filters** dialog box displays, select these filters to apply:
   a. Prior Authorization ID Number
   b. Medication Name
   c. Status
3. Click "Apply Filters." A list of prior authorizations will show in the search results
4. Select a prior authorization from the list

The **Details** of your search results have the following information about each approved prior authorization:

Field	Description
Authorization ID	The unique numerical identifier assigned to each prior authorization
Prescriber	The person who prescribed the medication
Received Date	The date the prior authorization was obtained and recorded
Days Supply	The number of days the quantity of the medication should last
Quantity	The amount of medication prescribed
Fills	The amount of medication to be dispensed
Effective Date	The date the prior authorization is considered to take effect
Term Date	The date the prior authorization ends

Note: *If a prior authorization has been denied you may view the denial letter and appeal rights in Documents & Forms. Refer to* *Documents & Forms section for more information.*