MedImpact Consumer Portal User Guide

January 2019

Table of Contents

Welcome to your Health Plan Pharmacy Benefits website!

Introduction to MedImpact

The MedImpact website is your online resource to your pharmacy benefits. You can easily access tools and info you need for healthier, more informed choices.

This user guide will give an overview of:

- Your pharmacy benefit information
- Find drug costs
- Obtain drug information
- Locate in-network pharmacies
- Print tax documents
- See claim history details

System Requirement

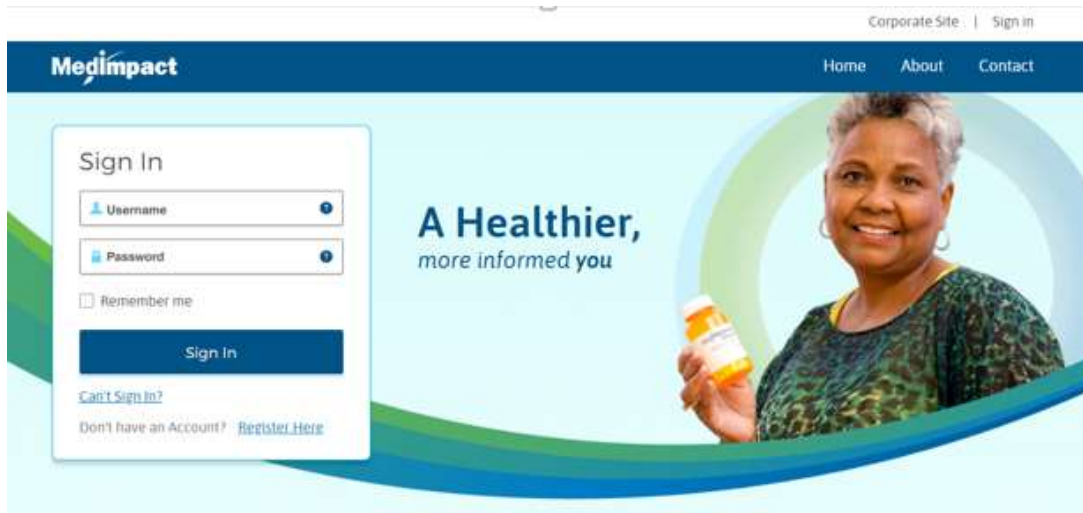You can access the MedImpact website on your desktop and mobile devices.

Supported Browsers

We suggest using the below MedImpact supported Internet and mobile browsers:
- Internet Explorer 11
- Google Chrome 52.0
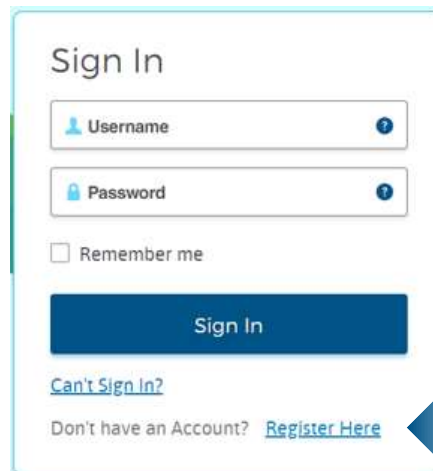- Mozilla Firefox 45.0
- Apple Safari Mobile iOS 11

Getting Started – Member Registration

The MedImpact website is www.medimpact.com

If you are logging in for the first time, you will need to register your account. Please have your member number available.

To register, click on the 'Register Here' link.

After you click on this link, you will need to provide:

- Your member number
- Your first and last name
- Your date of birth

For help locating your member number on your ID card, click on the ❷ icon.

Member Information

Please provide the following member information to help us find you in our system.

Member Number

[   ] ❷

	Member Number
COMPANY NAME	Rx Carrier: 99999
JOHN H. DOE	123456789
JOHN 01	JANE 02
KIMBERLY 03	JASON 04
Rx BIN #: 003565 Rx PCN #: 99999 Rx Group #: 99999	
Administered by **MedImpact**	

If you're having trouble, and the last 2-3 numbers look like 00, 000, 01, 001, etc., try removing those numbers.

First Name   L

[   ]

Date of Birth

Month (MM)   Day (DD)

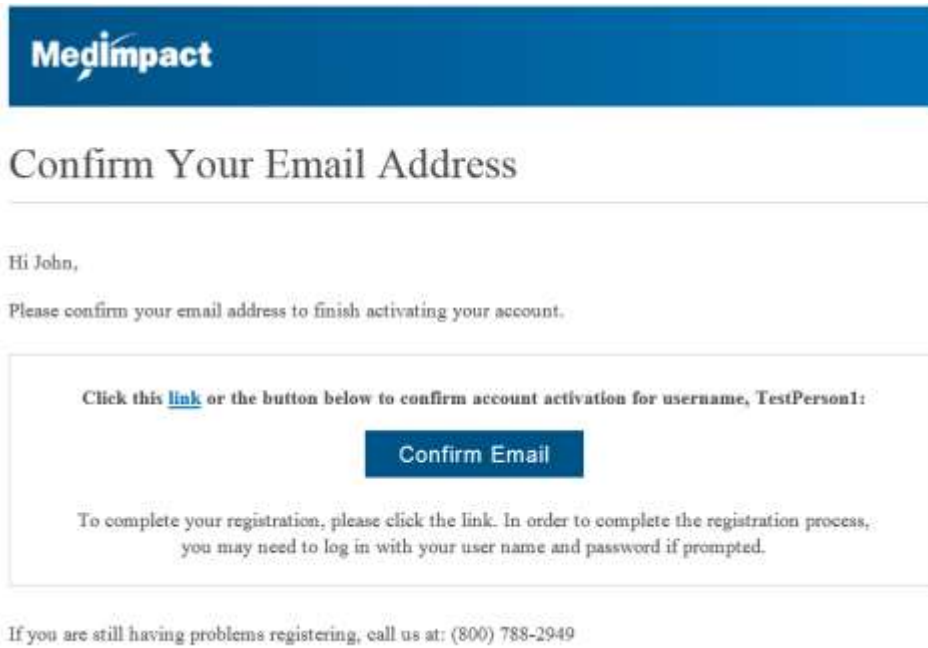[Select   ▾] / [Select]   ▾

[Continue]   Cancel

Then click 'Continue'.

Next, you will need to take the following steps to complete the registration process:

- Enter your email address
- Choose a username
- Enter a password
- Agree to the legal statements and conditions

Then click 'Finish'.

An email will be sent to the email address entered. You will need to confirm your email by clicking the 'confirm email' button to complete registration.

Medimpact

Confirm Your Email Address

Hi John,

Please confirm your email address to finish activating your account.

Click this link or the button below to confirm account activation for username, TestPerson1:

Confirm Email

To complete your registration, please click the link. In order to complete the registration process, you may need to log in with your user name and password if prompted.

If you are still having problems registering, call us at: (800) 788-2949

When you have confirmed your email, you will then be sent to the login page.
You will need to sign in with your username and password.

This will complete the registration process.

Home Page - Dashboard

From the home page, you can access the dashboard.

The dashboard includes:
- Access to the Help Center menu
- Access to your Profile & Settings detail
  - Alerts & Notifications
  - Change your password
  - Register and view Dependents under the age of 12
  - Log Out
- Drug Price
- Pharmacy Locator
- My Prescription menu
- Benefit Highlights
- Access a Listing of helpful Documents
- View Alerts & Notifications
- View your Shopping Cart

In addition to the dashboard items, you can see an overview of the following:
- My Prescription
- Benefit Overview
- Order Status
- Prior Authorization

Help Center

The Help Center menu is displayed at the top of the home page.

This menu includes a drop down as shown below:
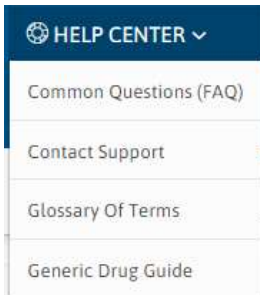
The help menu gives you access to the following topics:

- Common Questions (FAQ)
- Contact Support
- Glossary of Terms
- Generic Drug Guide

User Profile Menu

The user profile menu will show your name in the upper right side of your screen.

From this menu, there is a drop down feature that lets you see:

- Profile and Settings
- Notification Settings
- Change Password
- Register Dependents age 12 or younger
- Sign out

An overview of each feature is provided below:

Profile and Settings

- View or edit your address and phone number
- View or edit your email address
- View and add health condition details

	PROFILE	MEDICAL INFORMATION	PAYMENT INFORMATION

Profile Information

Name	Member Number	Date Of Birth
SHARON	)51	Sep

Relationship	Insured #
INSURED	)51

ⓘ If any of the data here is not correct, please contact your plan to change it.

Your Contact Information

ADDRESS(ES)

HOME (Shipping & Billing)   Edit
10184 SCRIPPS HIGHLANDS DR SAN DIEGO, CA 92131

+ Add Address

PHONE NUMBER(S)

HOME (Primary)   Edit
(555) 321-1234

+ Add Phone Number

EMAIL ADDRESS

Email   Edit

| PROFILE | MEDICAL INFORMATION | PAYMENT INFORMATION |

Allergies

Please select your drug allergies from the list. You may also type in any other allergies that are not on the list.

☐ NSAIDs   ☐ Cephalosporins   ☐ Sulfa   ☐ Codeine   ☐ Erythromycin

☐ Tetracyclines   ☐ Quinolones   ☐ Aspirin   ☐ Penicillin   ☐ None

Other Allergies (Optional)

To remove an allergy, please call MedImpact Direct at +1 (855) 873-8739 (TTY dial 711). A Patient Care Specialist will be able to help you.

No known allergies

    Add other allergies (separate by comma)

Your entries will be sent to our clinical team for review. You should expect to see them appear on your profile within **5 business days.**

Health Conditions

Please select your health conditions from the list. You may also type in any other health conditions that are not on the list.

☐ Glaucoma   ☐ Asthma   ☐ Stroke   ☐ Clott   ☐ Heart

☐ Kidney   ☐ Thyroid   ☐ Cholesterol   ☐ Diabetes   ☐ Hypertension

✓ None

Other Health Conditions (Optional)

To remove a health condition, please call MedImpact Direct at +1 (855) 873-8739 (TTY dial 711). A Patient Care Specialist will be able to help you.

No known health conditions

    Add other conditions (separate by comma)

Your entries will be sent to our clinical team for review. You should expect to see them appear on your profile within **5 business days.**

Payment Information

- View, add and update payment info

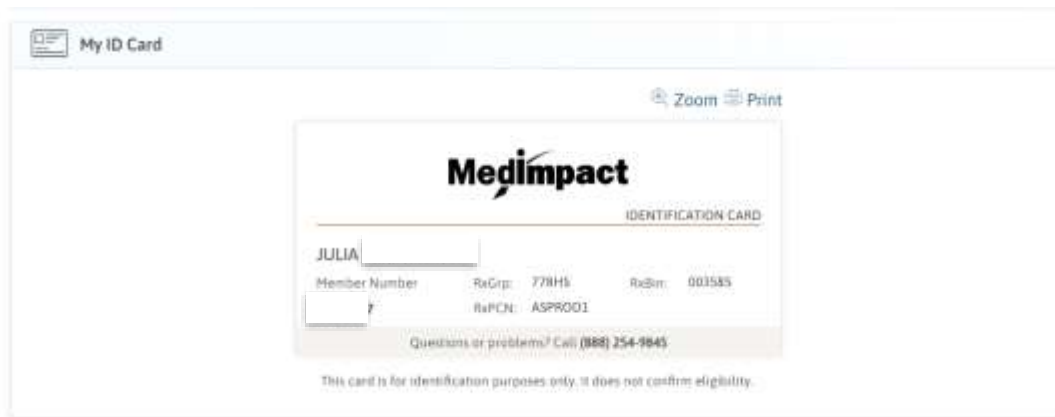| PROFILE | MEDICAL INFORMATION | PAYMENT INFORMATION |

🗖 Payment Information

| VISA | VISA****0000 (Primary) Exp: 5/2025 SHARON | Edit |

＋ Add Payment Method

ID Card

- View and print a temporary Benefit ID Card

- Alerts & Notifications
    - View new nonfictions and alerts for:
        - Refills
        - New order requests
        - Order status
        - Balance due notices

        Note: Notifications are also viewable by clicking on the notification icon

- Change your password
- Register Dependents age 12 or younger
- Log out

Registering Dependents

Dependents over age 12:
Dependents will need to register directly through www.medimpact.com

Dependents age 12 and under:
As the employee or spouse (if applicable), you can register your dependents under the age of 12 through your account.

To do this, click on the User profile menu. Go to the option listed as 'Can't See Your Dependents?' Click on the 'Register Dependent' link.

A pop up message will appear. To proceed, click on the 'Yes, Continue' button.

Sign Out Of Your Current Session?

This Action Will Sign You Out Of Your Current Session. Would You Like To Continue?
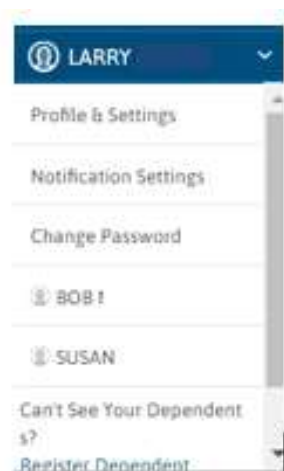
[Yes, Continue] [Cancel]

This will open the member detail screen. To complete the registration, you will need to provide:

- Your or Your Dependent's member number
- Dependent's first and last name
- Dependent's date of birth

Then, click Continue.

Your dependent's name should show in your user profile, *see example below.*

My Prescriptions

The My Prescriptions menu located on the dashboard gives you access to the following topics:

MY PRESCRIPTIONS ⌄

Prescriptions List

Claims History

Tax Report

Prior Authorization

Orders

Prescription List:

You can see a listing of your MedImpact Direct mail-order prescriptions.

Each prescription will show if it is active, expired and the number of refills available.

You can also filter your prescriptions to show only:
- All
- Recommend to Refill
- Expired or No Refill

Home | Prescriptions

Prescriptions - Fullfilled by Medimpact Direct

Your MedImpact Direct mail order prescriptions and specialty referrals are shown in this section.

Request a Prescription

SHOW
All ⌄

SORT BY
Drug ⌄

All

Recommended to Refill

Expired or No Refills

You can also sort the status of prescription based on:
- Status
- Drug name

- Refillable Date
- Cost

You can request a new mail-order prescription. Simply click on the 'Request a Prescription' button. Next, enter the required details. Then click on 'Submit.'

Your provider can also submit a request directly to us via ePrescription or by fax at (888) 783-1773.

Claims History:
You can see and print prescription drug claim history.

You can refine your search by choosing from the following options:
- Date range
- Drug
- Drug Store

- Prescribing doctor

To print the Claims History detail, click on the 🖶 Print icon.

Home | **Claims History**

Claims History

Your claims history includes all transactions on your plan.

| DRUGS QVAR REDIHALER 40 MCG ⌄ | 📅 FROM 07/01/2018 | 📅 TO 12/18/2018 | ALL PHARMACIES All ⌄ | ALL PRESCRIBERS All ⌄ |

All transactions between **07/01/2018** and **12/18/2018**   🖶 Print

DRUG	FILL DATE	PHARMACY	MEMBER SHARE/PLAN SHARE
QVAR REDIHALER (BRAND_SI... HFA AEROBA , 40 MCG	08/13/2018	WALGREENS	$0 / $0

More Details

Tax Report:
You can generate, view and print a tax report.

You can filter the report based on a tax year and by member. The tax year detail is based on the prior tax year(s).   You can print the tax report by clicking on the 🖶 Print icon.

Prior Authorization:
You can view your prior authorization(s).

Each authorization will show:
- Drug name
- Authorization number
- Order doctor
- Current status of the authorization
- View price link

To compare costs of the drug, click on the 'View Price' button.

Prior Authorizations

A prior authorization (PA) is the process used to get a drug covered. You may need a PA to fill and pick up a drug that is not covered.   Print

Prior Authorization			
DRUG NAME	PRIOR AUTHORIZATION #	PRESCRIBER	STATUS
ALL DAY ALLERGY-D (CETIRIZINE HCL/PSEUDOEPHEDRINE)	1	NA	⊘ Approved

NA

⊘ Approved 12/11/2018
Your prior authorization has been approved
Effective Date: 01/01/2019
Expiration Date: 12/31/2099

● Requested 12/11/2018

View Price

Orders:
You can view any existing mail order details.

Each existing order detail will include:
- Order number
- Item ordered
- Status of order
- Tracking number
- Your cost

All Orders will display from the most recent to the oldest.

Orders

Your MedImpact Direct orders are listed below.

ORDER #	ITEMS	STATUS	TRACKING #	COST
5452944	ATORVASTATIN TAB 20MG	Processing	NA	$0.00 More Details
5452931	SIMVASTATIN TAB 10MG	Shipped on 12/19/2018	5452931	$0.00 More Details
5452923	ATORVASTATIN, ATORVASTATIN	Shipped on 12/19/2018	5452923	$0.00 More Details
5452884	ATORVASTATIN TAB 10MG	Shipped on 12/12/2018	5452884	$0.00 More Details

If you do not have any orders, you will see the following message:

Shopping Cart

The Shopping Cart is accessible through the Shopping Cart icon on the upper right side of your screen.

The following items are required in order to access the shopping cart

- A completed member profile which includes:
    - Street address
    - Email address
    - Phone number
    - Payment information
- An existing mail order

You can add items to your cart by clicking on the Order button.

The cart will show your estimated cost. The actual cost will be confirmed after the order has been processed.

To complete your order you will need to complete the Check Out process.

During the Check Out process, you will be provided the option to change or confirm the following details:

- Items in your cart
    - To remove an item, click on the Remove link in blue.
    - To proceed, click on the 'Continue' button.

- The shipping address
  - To change or add an address click on the Edit link.
  - To confirm the shipping address, click 'Continue'.

- The payment detail
  - To edit payment details, click on the Edit link in blue.
  - To confirm the payment detail, click Review Your Order.

To submit your order, click on the 'Place Your Order' button.

Orders can be tracked by returning to the My Prescriptions menu. From the My Prescription menu, go to Orders.   Next, click on the Tracking number link in blue.

Home | My Prescriptions - Orders

Orders
Your MedImpact Direct orders are listed below.

ORDER #	ITEMS	STATUS	TRACKING #	COST	
5452944	ATORVASTATIN TAB 20MG	Processing	NA	$0.00	More Details
5452931	SIMVASTATIN TAB 10MG	Shipped on 12/19/2018	5452931	$0.00	More Details
5452923	ATORVASTATIN, ATORVASTATIN	Shipped on 12/19/2018	5452923	$0.00	More Details
5452884	ATORVASTATIN TAB 10MG	Shipped on 12/12/2018	5452884	$0.00	More Details

Benefit Highlights

You can view your benefit details as outline below:

- Copays
- Deductibles
- Benefit limits
- Accumulators
- Out of pocket maximums

Copayment amounts will display based on the following options:

- Retail
- Choice90
- Mail Order
- Specialty

Documents

You can view and print documents from the document menu. The current available documents include the following:

List of downloadable document links

1) Direct Member Reimbursement Form

2) Direct Member Reimbursement Form for Compound Medications

3) Direct Member Reimbursement Multiple Prescription Alternative Form

4) MedImpact Direct Brochure

5) MedImpact Direct HIPAA Release Form

6) MedImpact Direct Medication Order Form

7) MedImpact Direct Specialty Medication Referral

Drug Price Check

Drug Price Check allows you to see prices from multiple pharmacies. You can find pharmacies with the best price.

By using the Drug Price Check, you will be able to:
- View formulary and non-formulary drugs
- View brand and generic drugs
- Search for drug prices
- Compare drug prices
- Find the drug store with the best price

Drug Search

To perform a specific Drug Search, you can enter a drug name, a valid city and state or zip code. Then click 'Search.'

This search feature allows you to search for drugs using a partial drug name.

To search for a drug, enter the first 3 letters of the drug name. A listing of drug options will then display to select from. Once you identify the drug you are looking for, simply click on that option.

The search will display the following details:
- Various drug options
- Drug costs at different pharmacies
- Drug status
    - brand vs. generic
    - formulary vs. non-formulary
- Dosage forms (e.g.: tablet, capsule, etc.)
- Dosage strengths
- Quantity
- Day supply (e.g.: 30 days, 60 days, etc.)

Drug Search Filters

From the Drug filters you to narrow or modify your drug search.

Using the Drug filter menu, you can change the following drug detail:
- The quantity
- The day supply
- The drug form. (e.g.: tablet, packet, liquid, etc.)
- The dosage
- The preference. (e.g.: generic or brand)

Note: when modifying the drug detail, the drug pricing may change.

Drug Information

The drug information includes important drug details such as:

- Drug Interactions
- How to Use
- Missed Dose
- Precautions
- Side Effects

Similar Drugs

You can search for similar drugs and check prices. To see the similar drugs, click on the + symbol.

Next, to check the price of the individual similar drug, click on the 'Check Price' button.

Pharmacy Locator

Allows you to find a pharmacy near you.

To see nearby pharmacies, you can search by:
- Valid city, state and zip code
- Your location by clicking the 'My Location' button
  (Note: the location feature on your device must be turned on)

Your search results will show the following for in-network pharmacies in your area:
- Drug store name
- Street address
- Phone number
- Hours of operations
- Google map view with distance
- Directions
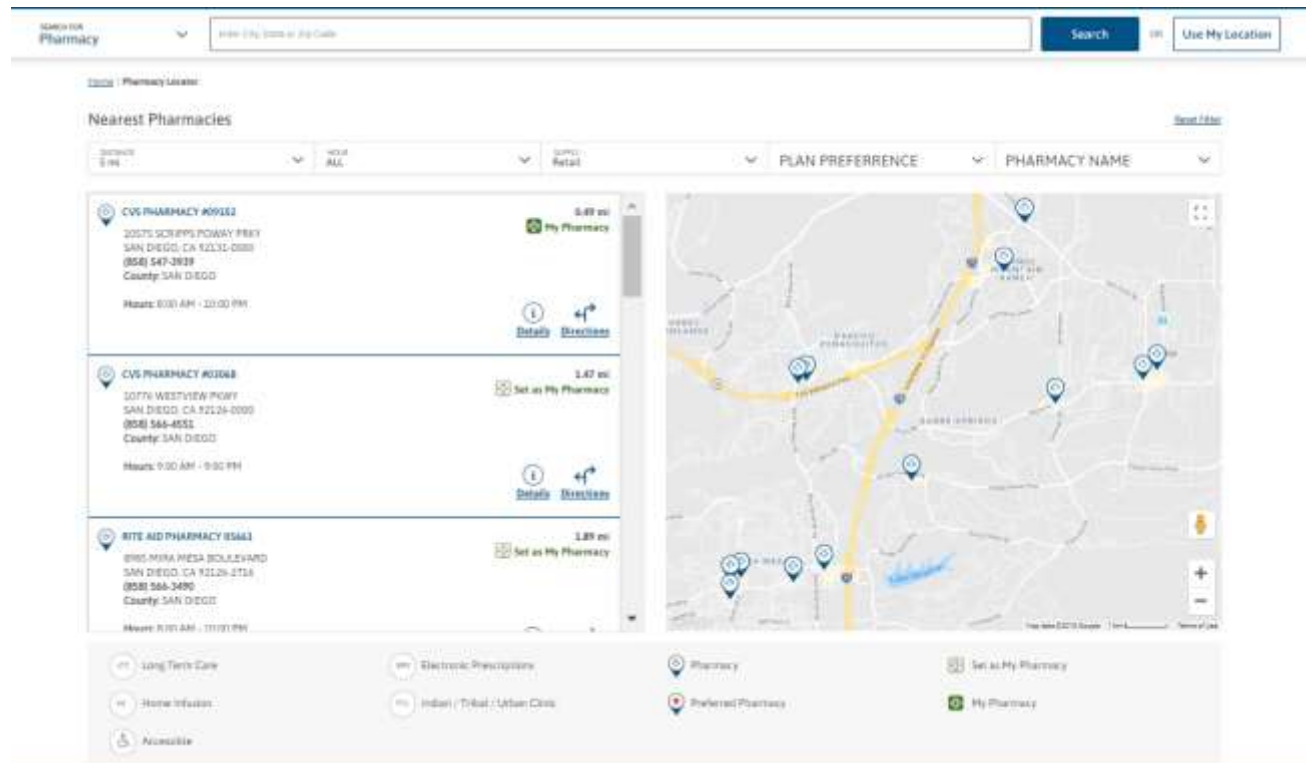
Preferred pharmacies will show a red star next to the name. You can save your favorite pharmacy by clicking on the Set as My Pharmacy icon.

You can filter the results of your search by using the filter options.

The filter options include:
- Mileage distance options
- Hours of operation
- Supply fulfillment channel (e.g.: Retail, Choice90)
- Plan preference
- Drug store name
- Directions

Specialty Prescriptions

Specialty medications are for chronic and complex medical conditions such as

- Cancer
- Diabetes
- Hepatitis C
- Hemophilia
- Multiple sclerosis

Specialty medications typically require:
- Special handling (ex: refrigeration)
- Close monitoring to see how you are doing with the drug
- Complex administration of the drug (ex: injectable)

The cost for specialty drugs will not be displayed.   For cost details, please contact the phone number that is one the screen for assistance.