

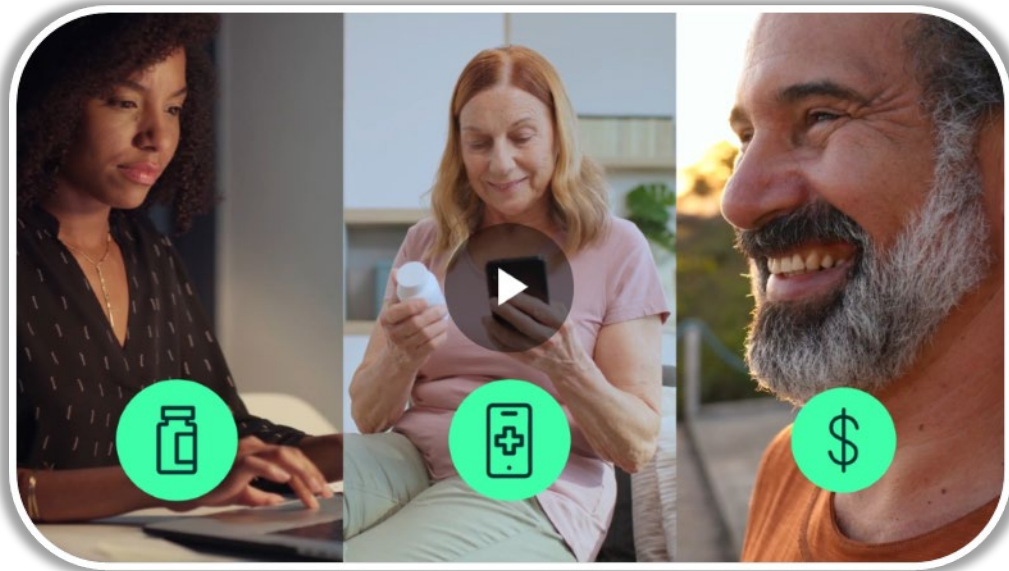
Mobile App User Guide

This digital account user guide will help you get the most out of your prescription benefit by helping you navigate and understand how to register, log in to and use the mobile application features.

What's included in this user guide? Simple answer: a lot! Get started by checking out a quick video about Express Scripts and a few of our flyers, which highlight a variety of digital account features like 24/7 access to your prescription ID card and proactive, personalized money savings recommendations you can take advantage of at all hours of the day or night!

Then scroll down to our Table of Contents (or [click here](#) to jump to that section) to see a full list of the digital account features available to you on the Express Scripts® mobile app and how to use those features. Need a user guide for our member portal on express-scripts.com? Click [here](#).

START HERE: Who We Are Video




At Express Scripts, we are your trusted personal advocate, working to help support your well-being, simplify your prescription benefit experience, and help you get the most out of your benefit, so you can stress less, and save more.

Want to learn more? [This explains](#) who we are as Express Scripts, Evernorth's pharmacy benefit services business.

Express Scripts® Pharmacy Benefit Services

Register With Express Scripts



Express Scripts
by EVERNORTH

Go digital

For fast, simple and secure access to your prescription benefits

Resources right within reach

At Express Scripts by Evernorth®, we help you get the right medication for the lowest possible price. Get anywhere, anytime access to your pharmacy benefits with an online account. **Create your account today by registering online – in just 5 clicks and 2 minutes – or through our mobile app.** Then use both to manage your medications 24/7.

Express Scripts' brand evolution


We are refreshing our branding to more closely link to Evernorth Health Services® – a health services organization designed to make the system and people better. Express Scripts is Evernorth's pharmacy benefit service and will continue to help you stress less and save more on your prescription medications.

New look, same trusted service

The brand changes update our look and feel, including our logo and colors. While our branding is evolving, our commitment to serving you never wavers. These changes will not impact the exceptional care or service that you receive now or in the future. We will continue to deliver access to the very best care at the very best value to better our service.

Ready to create your online account with Express Scripts?

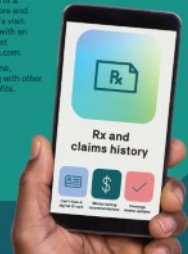
Visit express-scripts.com or scan the QR code to learn more about pharmacy benefits you can depend on, for everyone who depends on you.



Express Scripts
by EVERNORTH

Create your online account, empowering you to easily manage your prescriptions anytime, anywhere


Review Important Pharmacy & Medication Information



Rx and claims history

Right within reach.

Review important pharmacy info all together in one place. Check the price of a medication before and during a doctor's visit. It's all possible with an online account at express-scripts.com. Access it anytime, anywhere along with other pharmacy benefits.



Express Scripts
by EVERNORTH

By creating your online account, you can easily keep track of your prescriptions and claims history

Keep Your Pharmacy Benefits Right Within Reach



Right within reach.

Get anywhere, anytime access to your pharmacy benefits with an online account at express-scripts.com.

- Can't-leave-it digital ID card**
Keep it on you 24/7. Download it to your phone, print a copy or do both.
- Money-saving recommendations**
Don't pay more than necessary. Get the right medication, supply and pharmacy.
- Rx and claims history**
Review past interactions. Check status of a medication.
- Coverage review updates**
Check status of a medication in the process.

Fast, simple and only three steps.

- 1 Click the Register button at the top of the page.
- 2 Answer a few simple questions.
- 3 Click one last time to create your account.

Need more help?
Ask your HR representative for a detailed user guide.

Create yours today with Express Scripts by Evernorth®, your AM/PM PBM.

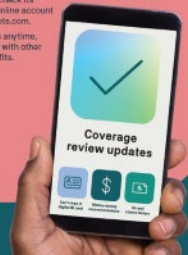
Visit express-scripts.com or scan the QR code.



Express Scripts
by EVERNORTH

What you have access to when you register and login, right at your fingertips


Check Your Coverage Review Status



Coverage review updates

Right within reach.

Does a medication need to be reviewed before you receive it? Check its status with an online account at express-scripts.com. Access updates anytime, anywhere along with other pharmacy benefits.



Express Scripts
by EVERNORTH

If your medication needs a coverage review before you receive it, you can track it by creating an online account

Express Scripts® Pharmacy Benefit Services

Get Your Prescription Delivered to Your Door

+ Your medications, delivered right to you.

Why make a trip to the pharmacy when you could just go to the mailbox?

Since 1987, we've delivered 3-month supplies of long-term maintenance medications right to patients' homes quickly, safely and accurately. And with automatic refills, you won't have to worry about running out of medication.¹

We're here for you. Whatever you need. Whenever you need it.

Specially trained pharmacists available 24/7 to answer questions

Standard shipping included at no cost to you²

Convenient app to easily track orders, refill prescriptions and more

Three easy ways to switch to Express Scripts Pharmacy by Evernorth³

- + Fastest way: Ask your doctor to send your prescription electronically
- + Log in or register at express-scripts.com/rx or download the Express Scripts[®] mobile app
- + Call the number on the back of your prescription ID card

Conveniently get your prescriptions delivered directly to your door, saving you time and ensuring you never miss a dose (for members with home delivery included in their benefit)

Can't-Lose-It Digital ID Card

Can't-lose-it digital ID card

Right within reach.

Keep your ID card on you 24/7 with an online account at express-scripts.com. Download it to your phone, print a copy or do both.

Access it anytime, anywhere along with other pharmacy benefits.

Express Scripts
By EVERNORTH

Keep your digital ID card right within reach by creating your online account and downloading it to your mobile device

Get Anywhere, Anytime Access to Your Pharmacy Benefits

Right within reach.

Get anywhere, anytime access to your pharmacy benefits with an online account at express-scripts.com. Log in and check money-saving recommendations as soon as your doctor prescribes your medication.

Express Scripts
By EVERNORTH

Keep all your pharmacy benefits in the palm of your hand by creating your online account

Money-saving Recommendations

Money-saving recommendations

Right within reach.

Don't pay more than you need to for your medication with an online account at express-scripts.com. Get the right medication, supply and pharmacy for you.

Access money-saving recommendations anytime, anywhere along with other pharmacy benefits.

Express Scripts
By EVERNORTH

By creating your online account, we can help you get the right medication from recommended pharmacies in your plan for the lowest possible price

Express Scripts® Pharmacy Benefit Services

Create Your Account. Stress Less. Save More.

Express Scripts
by EVERNORTH

Keep your pharmacy benefits right within reach

As the leader in pharmacy benefit services, we're dedicated to helping you get the right medication for you, for the lowest possible price. With a refreshed brand identity, Express Scripts by Evernorth® remains committed to delivering exceptional pharmacy care so you can stress less and save more. Visit [express-scripts.com](https://www.express-scripts.com) to learn more about how we provide pharmacy benefits you can depend on.

Step 1 - Create Your Account Now

Activate your powerful personal account in just 5 clicks and 2 minutes! Visit [express-scripts.com](https://www.express-scripts.com) and click the Register button at the top of the page to get started. Or simply scan the QR code below.

An online account provides you with:

- Cash-less digital ID card: Keep it on you 24/7. Download it to your phone, print a copy or do both. You can even save your ID card to your mobile wallet.
- Money-saving recommendations: Check pay more/they match to, use our free dashboard to get the right medication, supply and plan preferred, in-network pharmacy for you.
- Rx and claims history: Review your past interactions all in one place.
- Coverage review updates: Before a doctor prescribes a medication, find out if it meets coverage rules like your authorization and check the status of an in-process review.
- Easy management of your home-delivery prescriptions: Enroll in home delivery from Express Scripts Pharmacy, check medication order status, refill and renew prescriptions and enroll in automatic refills.
- Helpful tools to provide the right care, at the right time and the right price: Reminders to take your medication and sign up for tests so you never miss an opportunity to save.

Step 2 - Stress Less

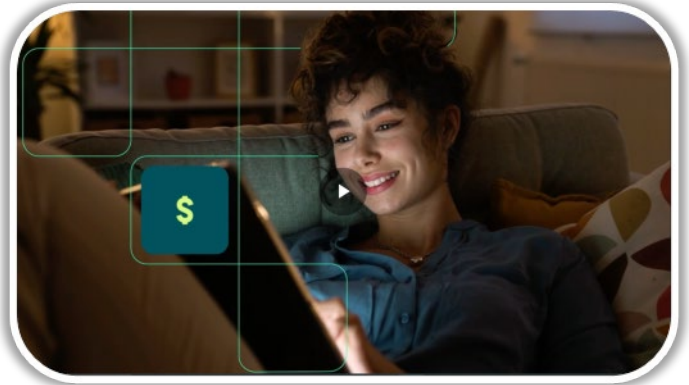
Ask your doctor if a 3-month supply is an option, a 3-month supply of your medication. Then request that your doctor send your 3-month prescription to Express Scripts Pharmacy by Evernorth® for home delivery to save you even more.

You can also:

- Handle an existing prescription to home delivery by clicking Add to Cart.
- For new prescriptions, you have three options:
 - Ask your doctor to send it to Express Scripts Pharmacy
 - Click the Request on Rx link on the online dashboard and we'll contact your doctor for you
 - Or print a home delivery form by selecting Home under Benefits, then follow the mailing instructions

Create your digital account today to get all the information you need for complete coverage of health conditions and the Member Services number on your digital ID card.

Helping You Save More. Just Like That.



Save on medications with our digital tools, personalized options, and constant support. With just a few simple steps, you can make decisions to lower your costs and make managing your medications effortless – just like that!

TABLE OF CONTENTS

GET THE MOST OUT OF THIS GUIDE	6
REGISTER NOW	7
LOGIN WITH FACE ID	9
LOGIN WITH TWO-STEP VERIFICATION	10
ADDITIONAL BENEFITS: MULTIPLE COVERAGES.....	11
MEMBER DASHBOARD	12
MEMBER DASHBOARD: AVOID A COST INCREASE	13
PRESCRIPTIONS	14
RECENT ORDERS	15
AUTOMATIC REFILLS	16
PAY A BILL.....	17
CHOOSE DELIVERY	18
REQUEST AN RX.....	19
REQUEST AN RX, CONTINUED	20
MEDICATION LIST	21
ORDER REVIEW	22
PERSONAL INFORMATION	24
ADDRESS BOOK.....	25
PAYMENT METHODS.....	26
COMMUNICATION PREFERENCES.....	27
TWO-STEP VERIFICATION VIA TEXT MESSAGE.....	28
TWO-STEP VERIFICATION VIA EMAIL.....	29
CHECK COVERAGE.....	30
BENEFITS OVERVIEW.....	32
CLAIMS	33
PAYMENTS HISTORY	34
PRESCRIPTION ID CARD	35
PRIOR AUTHORIZATION.....	36
FIND A PHARMACY	37
DOSE REMINDER	38
DOSE REMINDER, CONTINUED	39
COVID-19 VACCINATION.....	40
GIVE FEEDBACK	41
CONTACT US	42
MEDICARE PRESCRIPTION PAYMENT PLAN	43

GET THE MOST OUT OF THIS GUIDE

We know health care can be overwhelming.

As Evernorth's pharmacy benefit service business, Express Scripts helps you stress less and save more. We take care of you, so you can focus on what really matters. Your family, friends and colleagues count on you to be there for them, and that's why Express Scripts is here for you.

Have your pharmacy benefits right within reach.

Access important pharmacy benefits information anywhere, anytime with an online account on the Express Scripts® mobile application.

- Can't-lose-it digital ID card. Keep your ID card on you 24/7 with an online account at express-scripts.com. Download it to your phone, print a copy or do both.
- Money-saving recommendations. Don't pay more than you need to for your medication. Log in and check money-saving recommendations as soon as your doctor prescribes your medication, so you can get the right medication, supply and pharmacy for you.
- Prescription and claims history. Review important pharmacy info all together in one place. Check the price of a medication before and during a doctor's visit. It's all possible with an online account at express-scripts.com.
- Coverage review updates. Does a medication need to be reviewed before you receive it? Check its status with an online account at express-scripts.com.

We are committed to meeting the needs of all members using our digital tools and resources, including those with accessibility needs such as, but not limited to, vision, hearing, cognitive or physical disabilities. Please learn more about how Express Scripts is a champion for accessibility at express-scripts.com/accessibility.

While this guide is an expansive look into the mobile app, we recommend also registering or logging in to the Express Scripts mobile app to explore your own pharmacy benefits. Some features may vary based on your benefit.

Create your online account today. Download our mobile app, visit express-scripts.com or scan the QR code. To view the app in Spanish, update your phone's language settings to Spanish. The app will automatically display in Spanish when your device language is set accordingly.



Note: The mobile app is subject to change at any time. Not all features listed in this guide are available for all plans; check express-scripts.com for your prescription plan when your coverage begins. For specific questions about your coverage, please click on the More menu, then on Contact Us, located in the bottom menu of the app, after logging in.

[Return to Table of Contents](#)

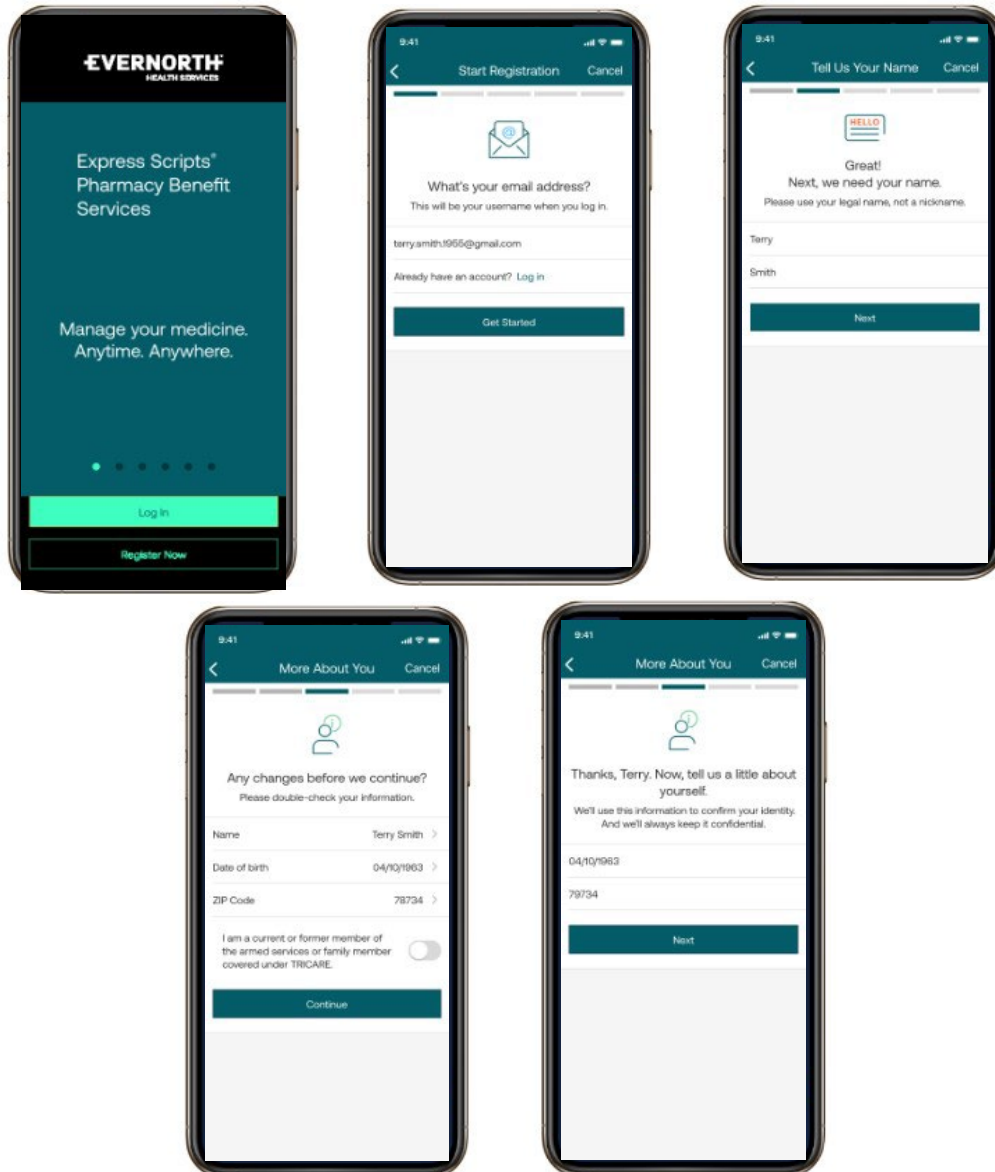
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This guide is meant to represent most benefits and may appear different depending on your plan design. There are some features shown that may not apply to your specific benefit.

REGISTER NOW

If you do not have an account set up, you can register on the mobile app's Welcome page. To register:

- Touch **Register Now**
- Enter your preferred email address and touch Get Started
- Enter your legal first and last name, date of birth, and ZIP code
- Review your information and press Continue to proceed to the next step



[Return to Table of Contents](#)

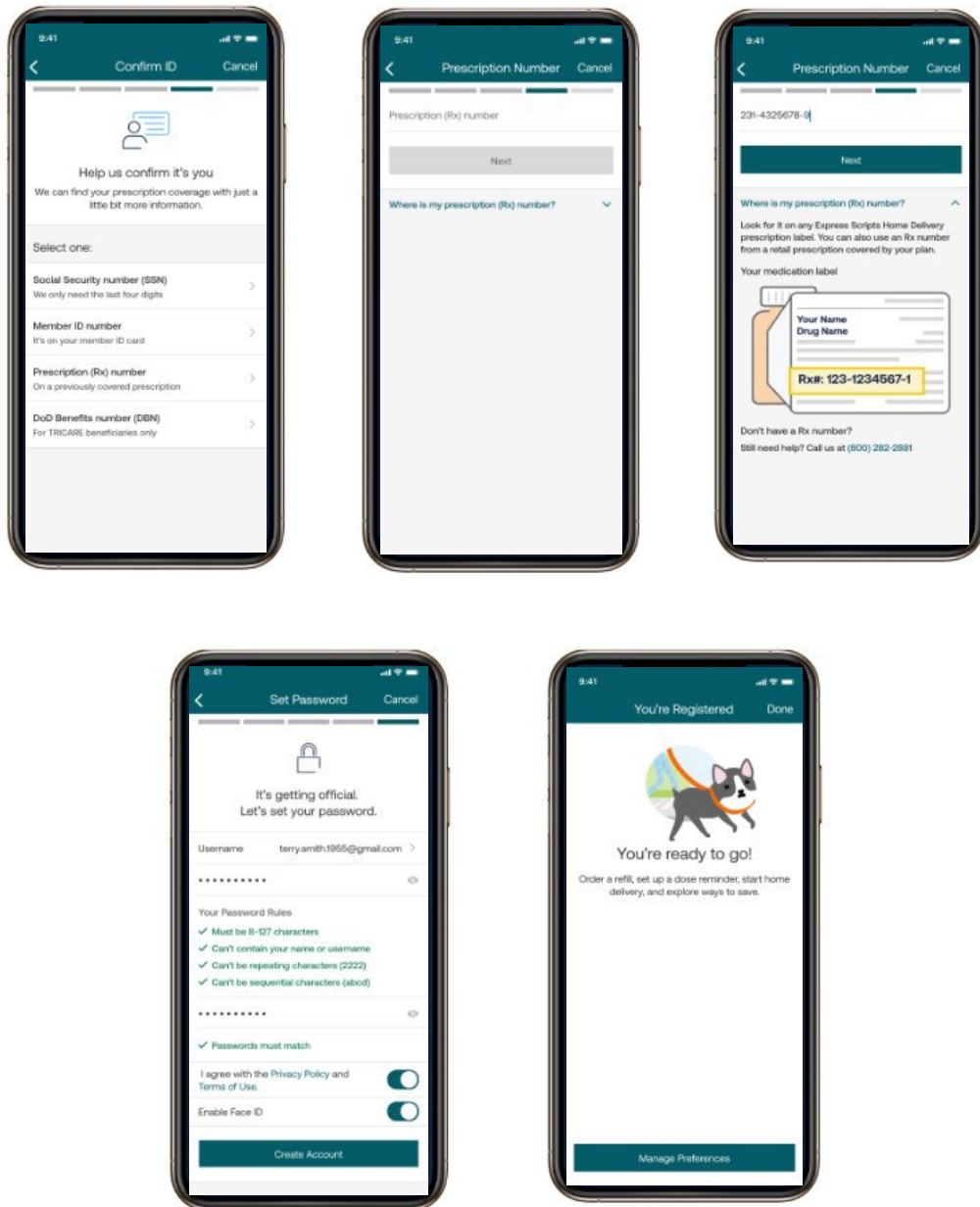
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Express Scripts® Pharmacy Benefit Services

After confirming your personal information, you will be asked to verify your identity via Social Security number (SSN), Member ID number, or your Prescription (Rx) number. You will then be prompted to:

- Create your username and password
- Agree to our Privacy Policy and Terms of Use
- Enable Face ID or Touch ID, if you would like
- And finally, touch Create Account



[Return to Table of Contents](#)

LAST UPDATED: 01/01/26
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LOGIN WITH FACE ID

Make logging in a breeze! Turn on Face ID and skip typing your username and password every time you open the app. Your face becomes your secure key—fast, easy, and safe.



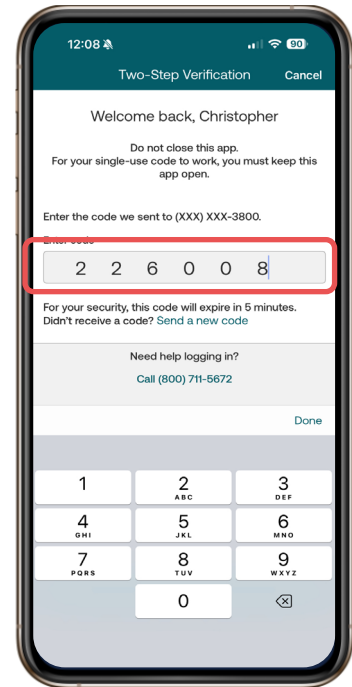
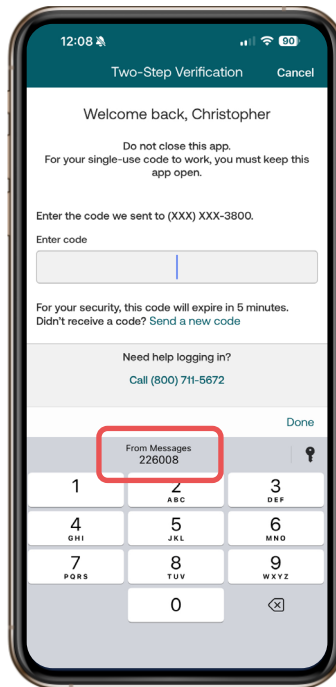
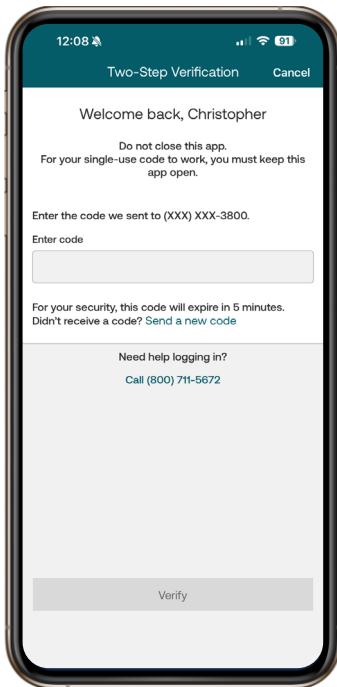
[Return to Table of Contents](#)

LAST UPDATED: 01/01/26
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LOGIN WITH TWO-STEP VERIFICATION

For extra security and extra peace of mind:

- During login, you may be prompted to set up multi-factor authentication.
- Choose how you want to receive your verification code
- Enter the code you receive to verify your identity.
- You're all set – your account is now even more secure!



[Return to Table of Contents](#)

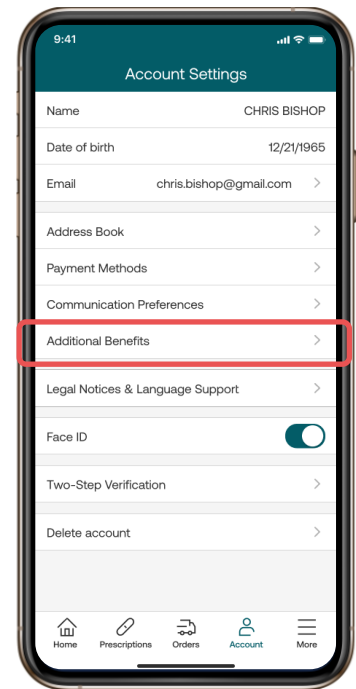
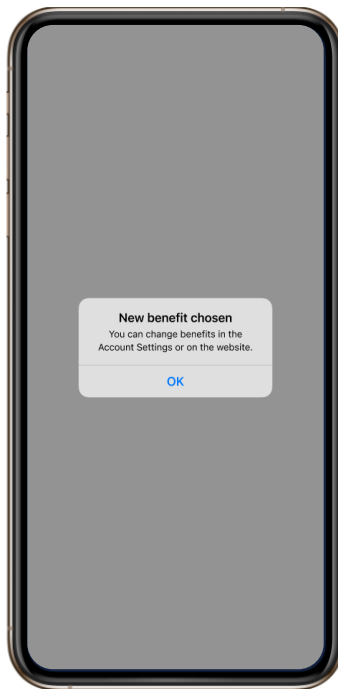
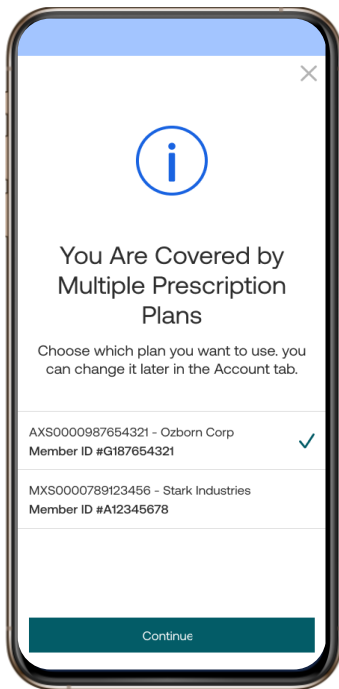
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ADDITIONAL BENEFITS: MULTIPLE COVERAGES

If you're enrolled in more than one plan, you may see a pop-up when logging in letting you know that you're covered by multiple prescription plans.

- Review the list to see which benefit plan you're currently enrolled in and explore any other plans that may be available to you.
- The plan with active coverage is automatically chosen. You can change benefits in Account Settings under **Additional Benefits** or you can visit the website.

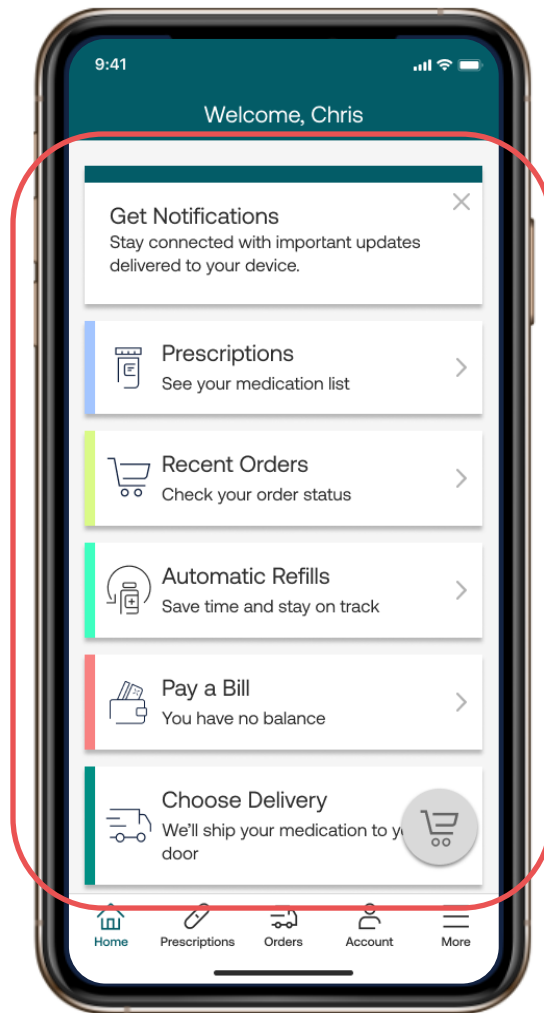


[Return to Table of Contents](#)

LAST UPDATED: 01/01/26
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MEMBER DASHBOARD

Once you are logged in, the first page you see on the mobile app is the Member Dashboard. On the dashboard, you can take a variety of actions, including viewing your medication list and recent orders, paying a bill and more. At any time during your experience within the mobile app, you can return to the Member Dashboard by selecting Home.



[Return to Table of Contents](#)

LAST UPDATED: 01/01/26

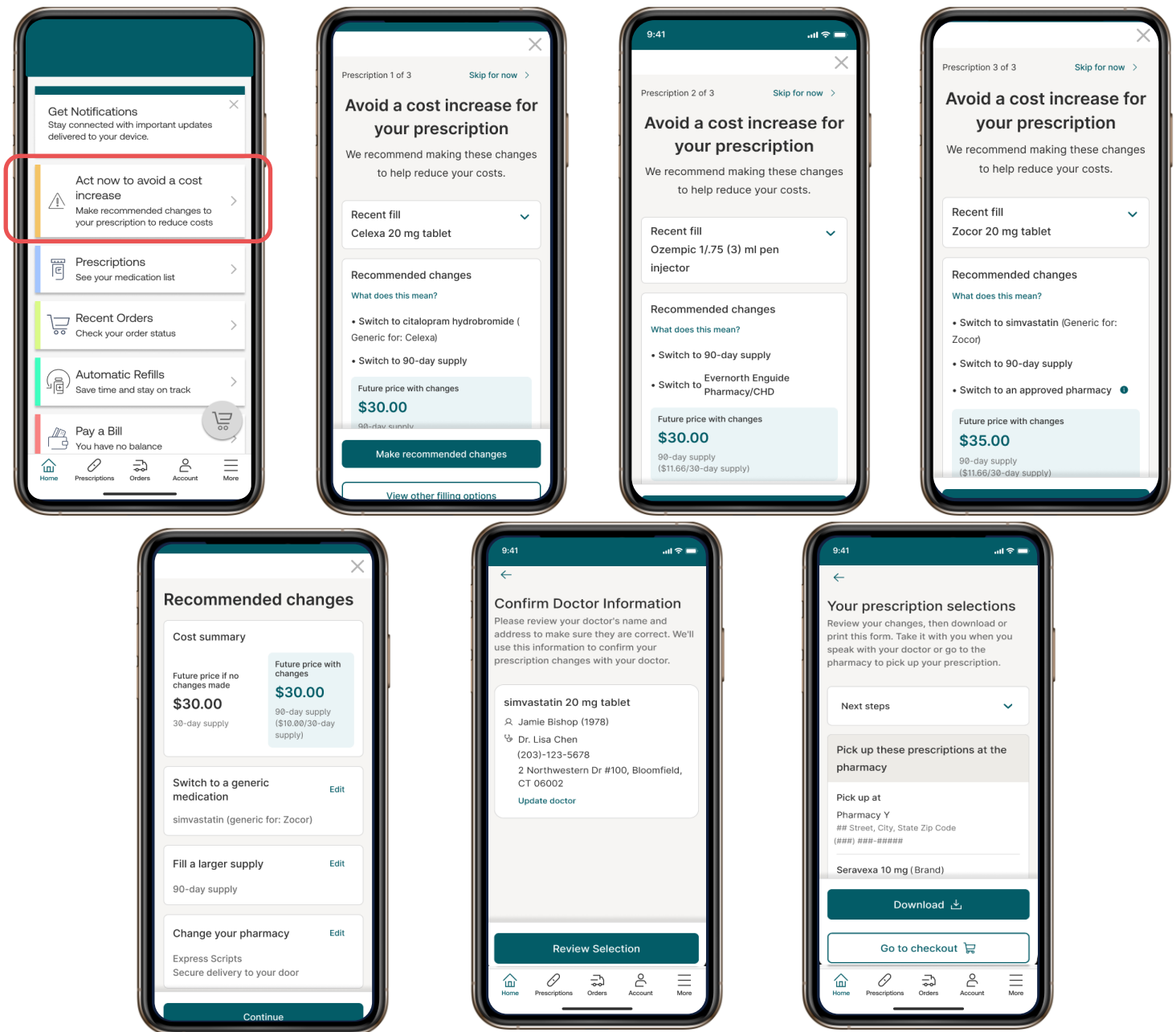
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MEMBER DASHBOARD: AVOID A COST INCREASE

Looking for ways to save on your prescriptions? We've got you covered! Our goal is to make sure you get the right medication, in the right amount, from a pharmacy that works best with your plan, without paying more than you need to. Take a peek at the **Act now to avoid a cost increase** widget to see your personalized savings tips. Depending on the medications you take, you might be able to:

- Choose a pharmacy that costs less
- Switch to a lower-cost generic
- Stock up with a 3-month supply instead of a 1-month supply

Note: Clicking on any "What does this mean?" links on landing pages will open a pop-up window with helpful tips and information.



[Return to Table of Contents](#)

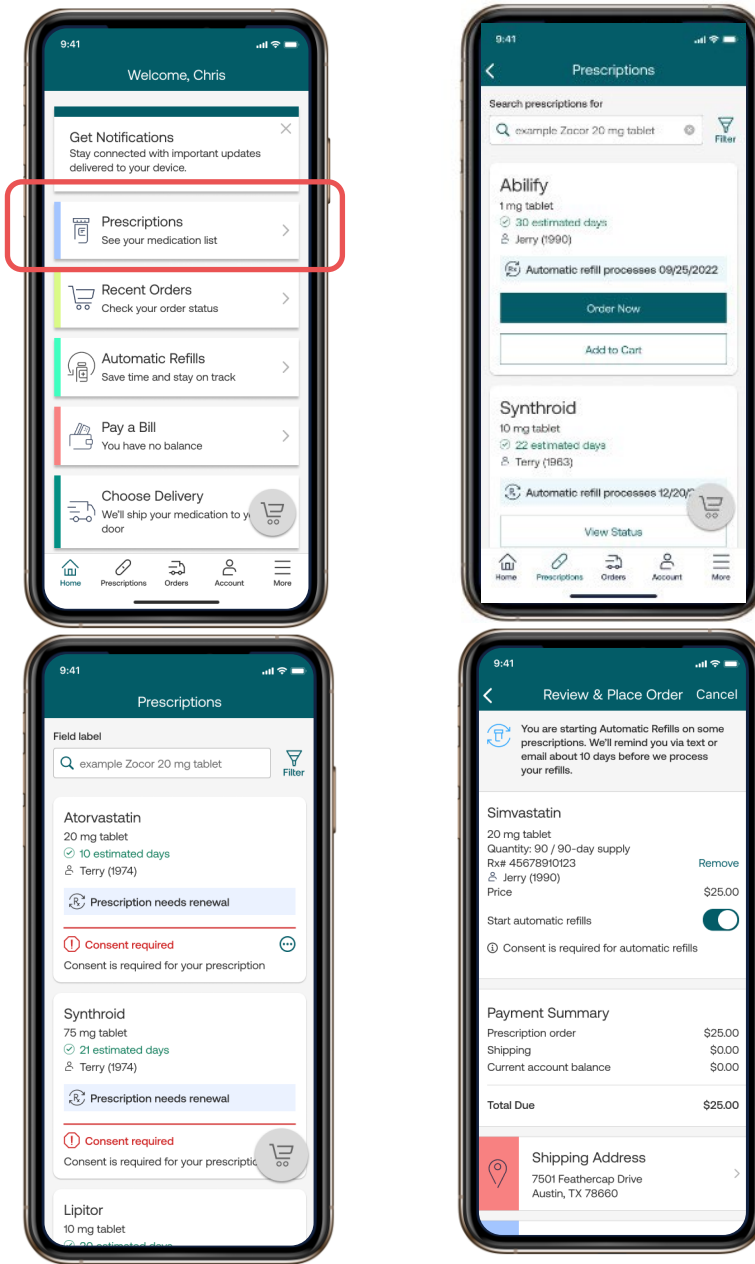
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PRESCRIPTIONS

You can take a variety of actions, including viewing your medication list, by touching **Prescriptions**. From there, you can add medications to the cart or touch Order Now to immediately order a fill of one medication. You can see:

- The estimated number of days you have left of your current medication
- If your medication is eligible for automatic refills
- When your automatic refill will process
- If the prescription for your medication needs to be renewed



[Return to Table of Contents](#)

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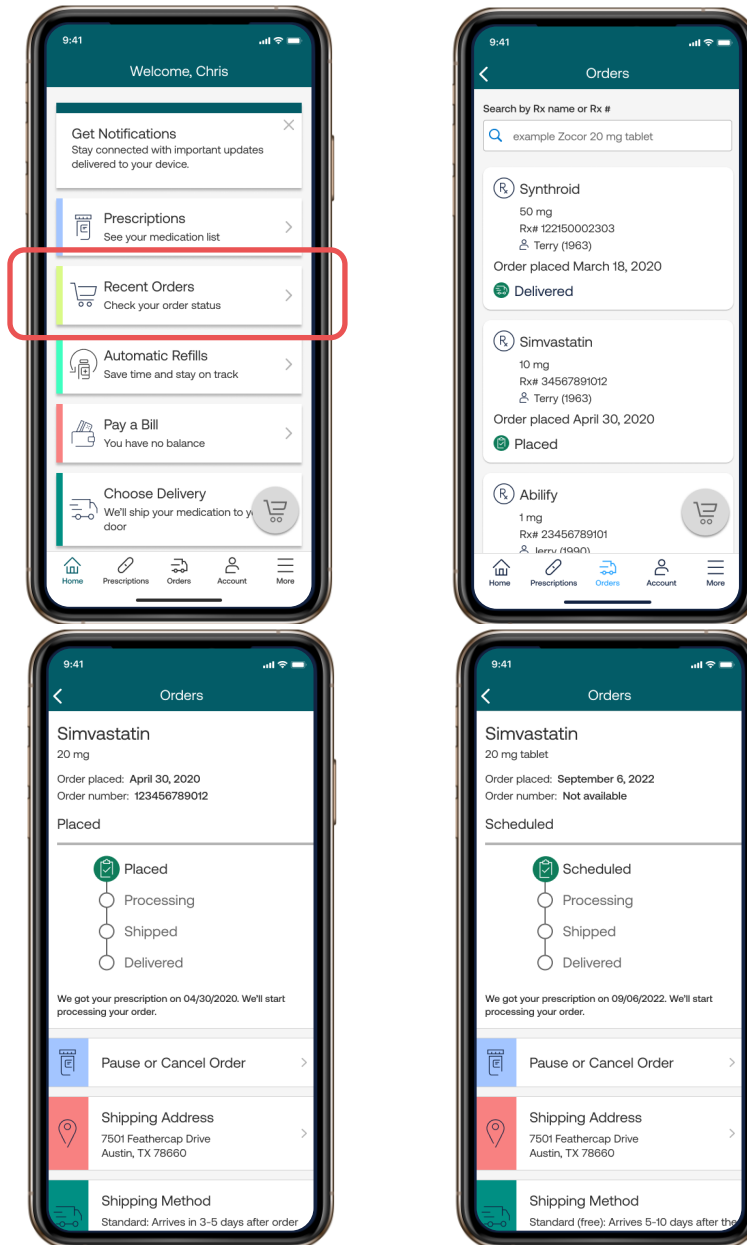
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RECENT ORDERS

You can also use the dashboard to view recent orders. You will be able to see the summary and status of your orders and select specific orders to see what stage your order is in, including:

- Scheduled or Placed
- Processing
- Shipped
- Delivered

You can also pause or cancel your order and view your shipping address and shipping method.



[Return to Table of Contents](#)

LAST UPDATED: 01/01/26

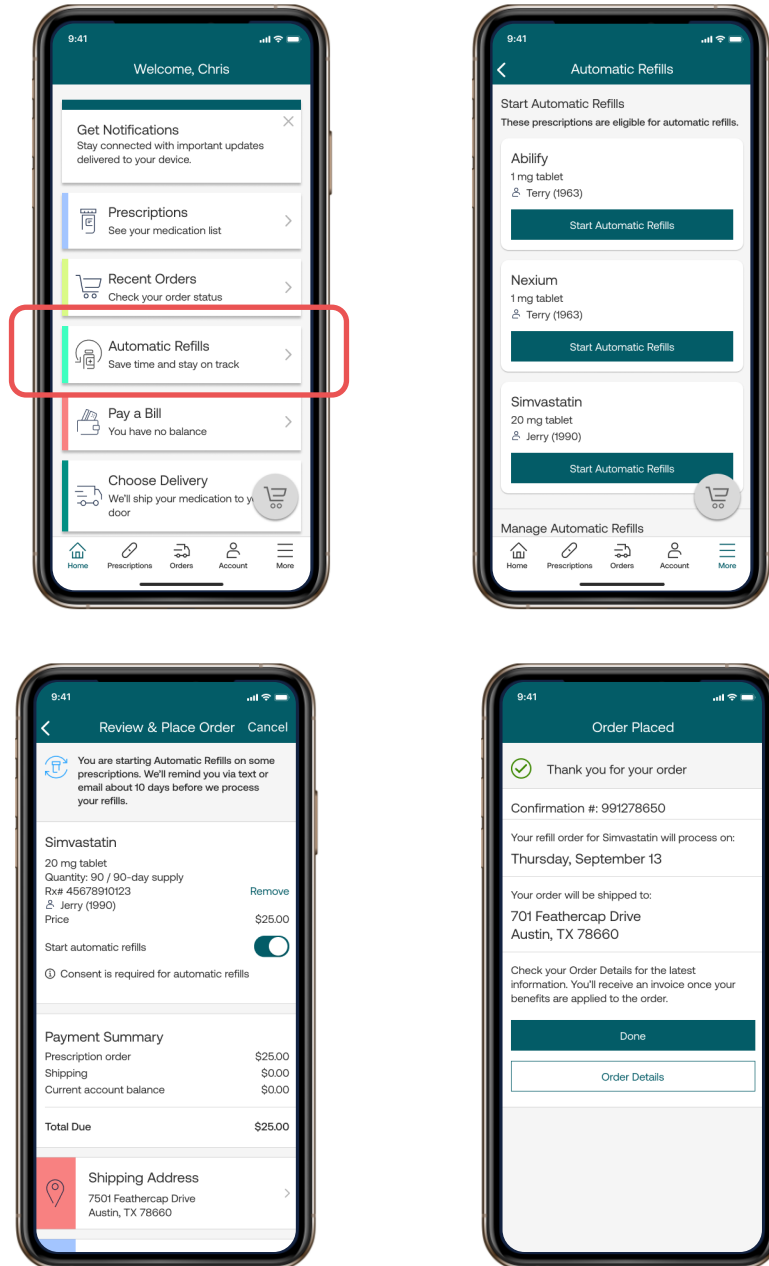
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AUTOMATIC REFILLS

You can stress less and save more knowing your prescriptions are scheduled to be sent to your home. For eligible medications, automatic refills can be set up in a few simple steps:

- Touch **Automatic Refills** on the main dashboard
- You will see a list of eligible medications, then you can activate Automatic Refills as desired and order your medications.

You will be reminded via text or email 10 days before your prescription is processed.



[Return to Table of Contents](#)

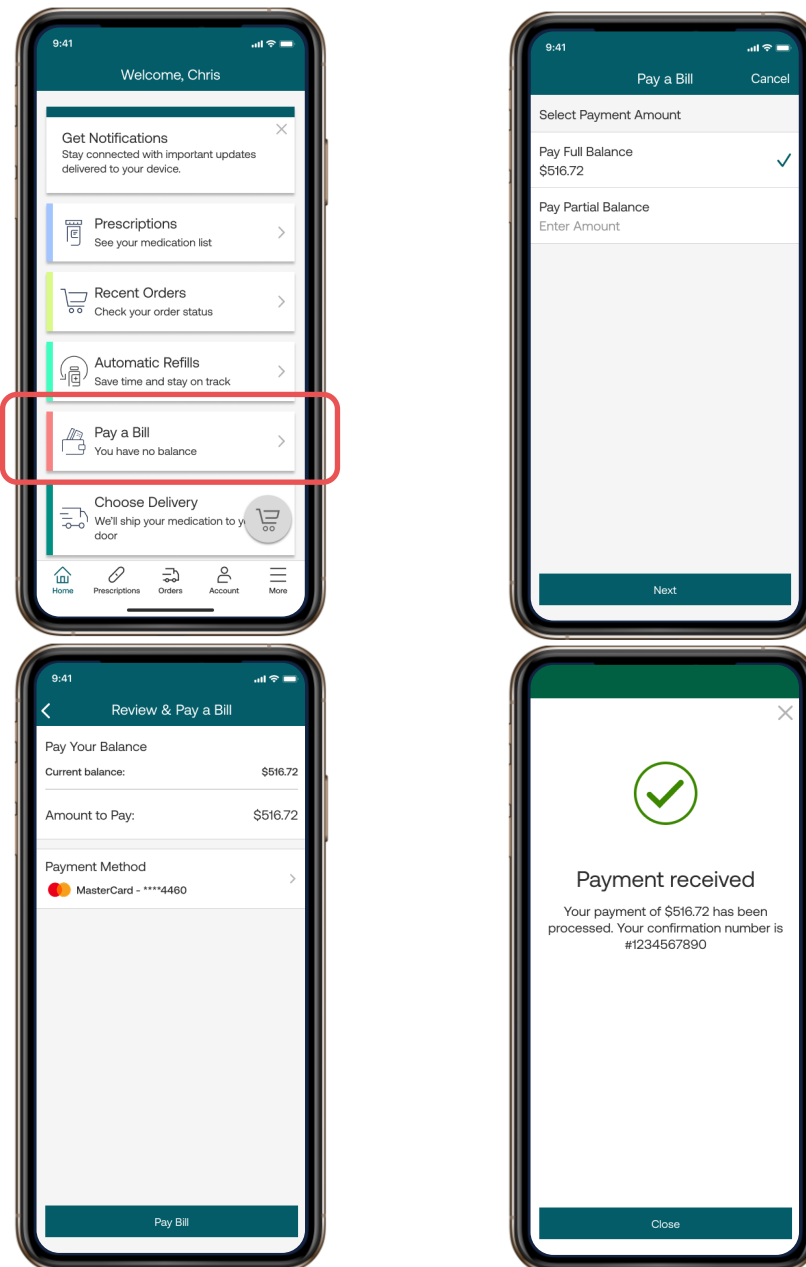
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PAY A BILL

If your plan allows and you fill your medication at Express Scripts® Pharmacy, you can easily pay your bill by:

- Touching **Pay a Bill** on the dashboard
- Selecting the payment amount (full or partial)
- Reviewing the chosen amount and payment method

Once submitted, you will receive a message alerting you that your payment was received, along with a confirmation number for your records



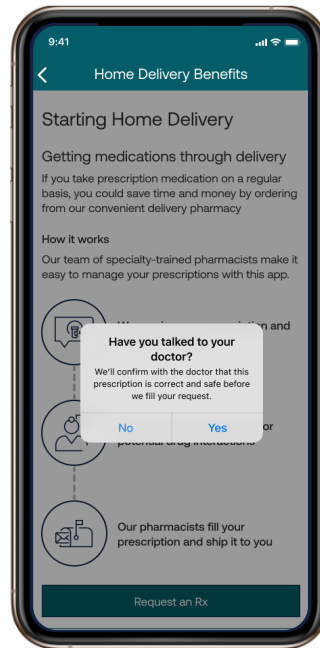
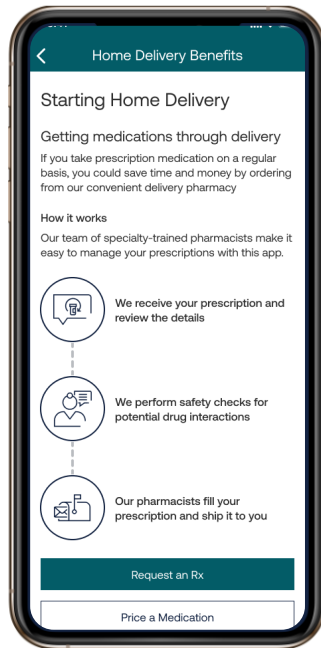
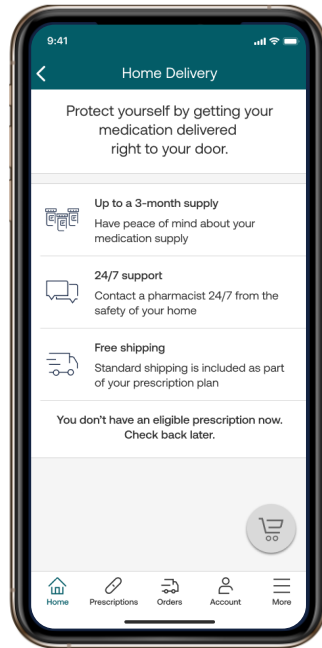
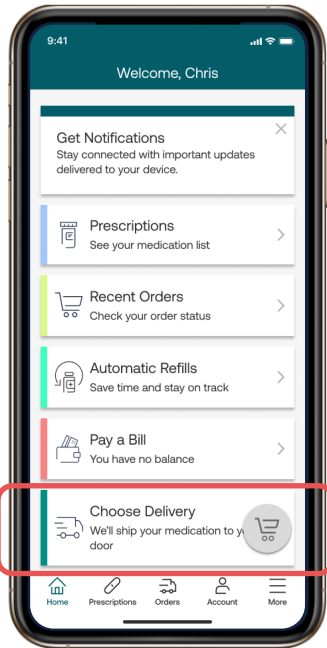
[Return to Table of Contents](#)

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CHOOSE DELIVERY

If you want to stress less and save more on your medications, you can choose to have your medications delivered right to your door if your plan allows. To enroll in home delivery:

- Touch **Choose Delivery** on the dashboard
- View medications that are eligible for home delivery



[Return to Table of Contents](#)

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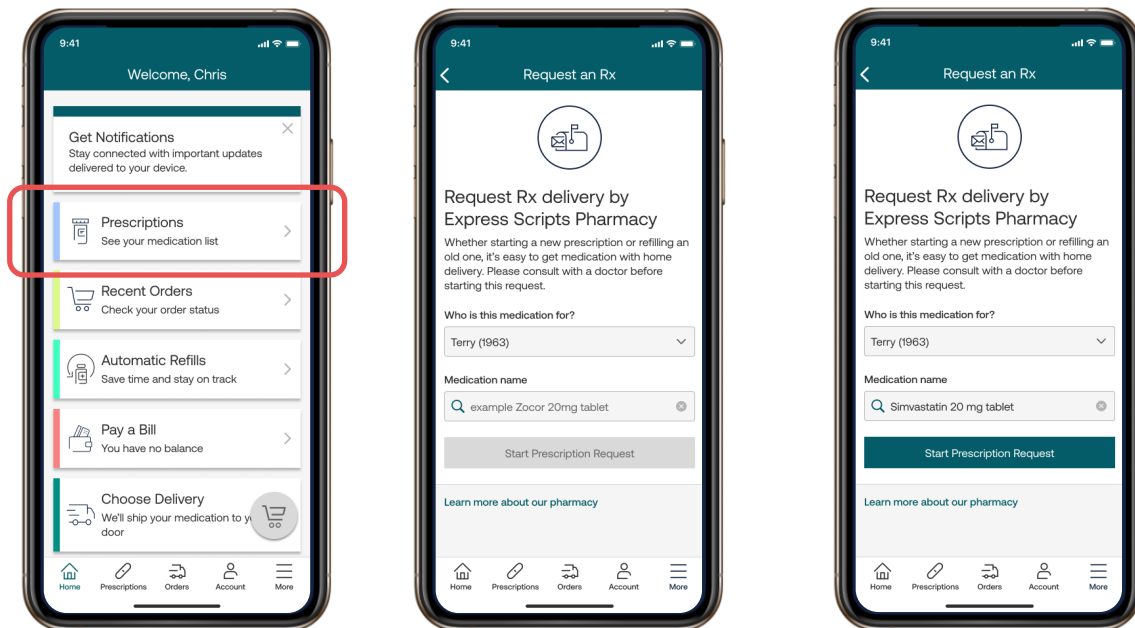
REQUEST AN RX

You can also request a prescription, which prompts Express Scripts pharmacists to connect with your prescriber to ensure the medication is correct and safe. To submit a request:

- Touch **Prescriptions** on the dashboard
- Click “Need to add a medication to this list?”
- Select who the medication is for and the correct medication name, dosage and strength
- Touch Start Prescription Request
- Indicate whether you have talked to your doctor

If you select Yes, indicating you have talked to your doctor, you will be prompted to confirm which doctor should be contacted to ensure the medication is correct and safe before filling the request.

If you select No, a message will be populated telling you that you must talk to your doctor before we can fill the request. You can simply tell your doctor to send the prescription to Express Scripts® Pharmacy.

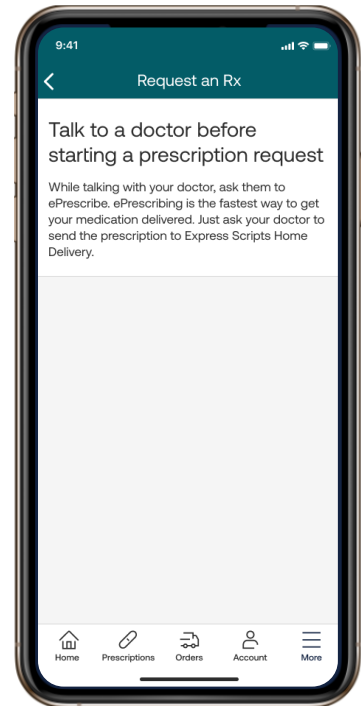
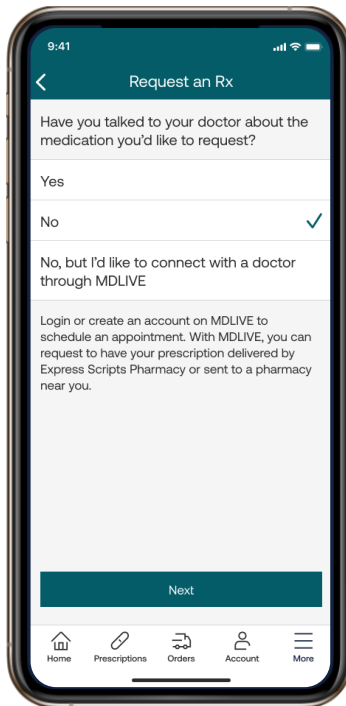
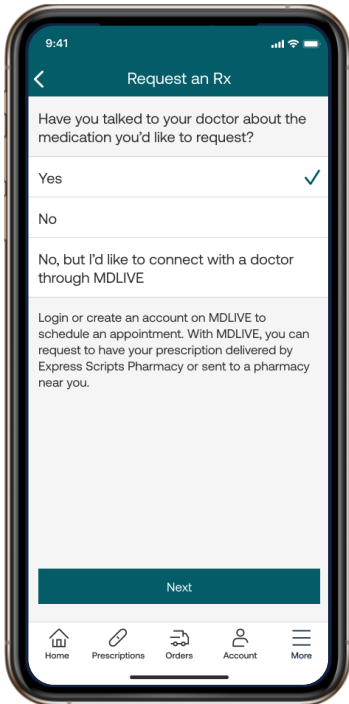
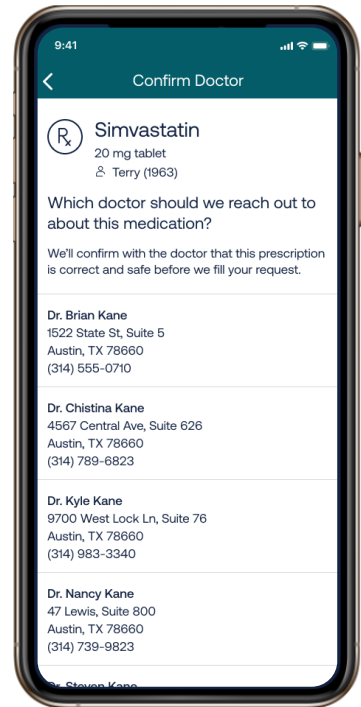
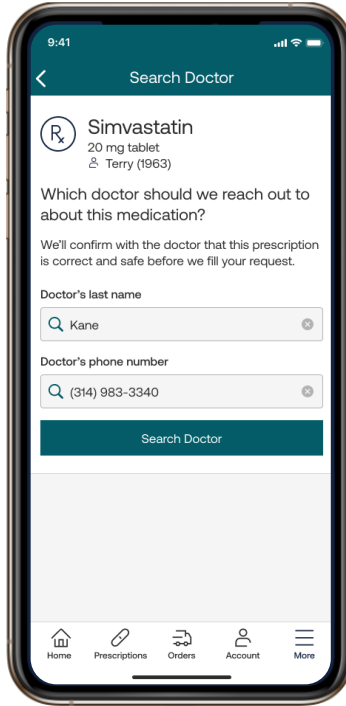
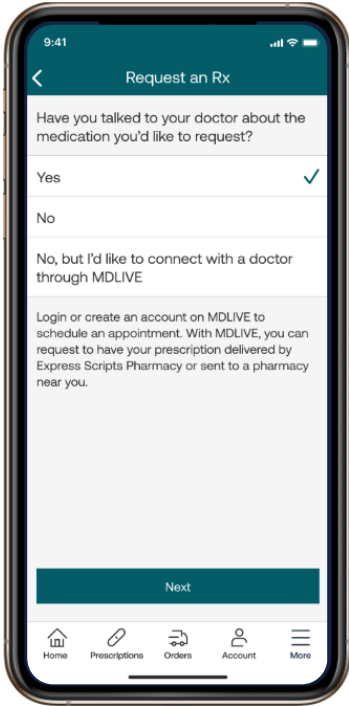


[Return to Table of Contents](#)

LAST UPDATED: 01/01/26

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REQUEST AN RX, CONTINUED



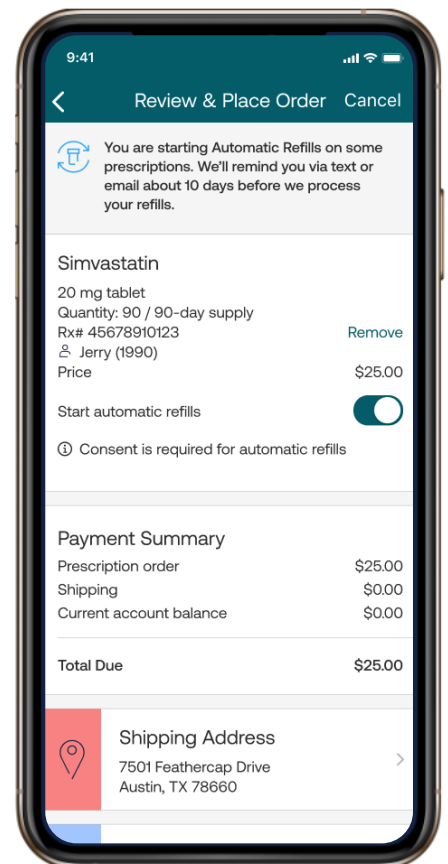
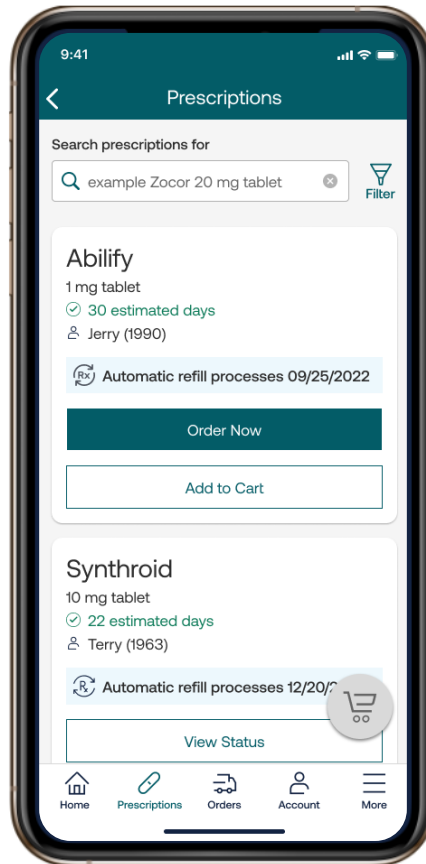
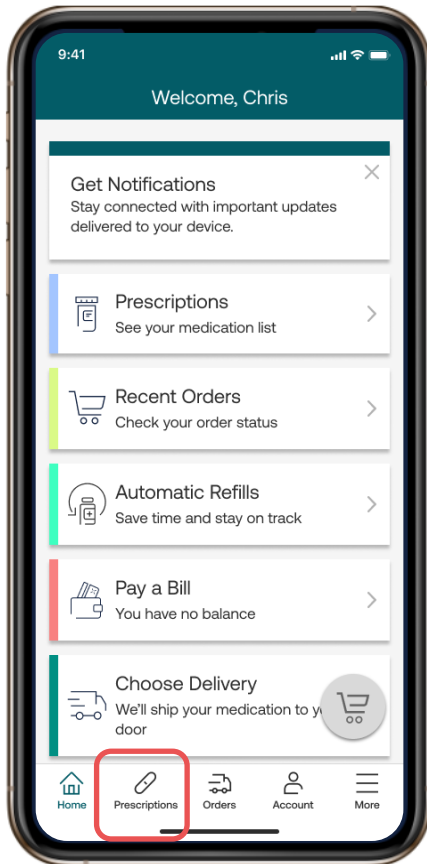
[Return to Table of Contents](#)

LAST UPDATED: 01/01/26
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MEDICATION LIST

You can view a complete list of your medications by touching **Prescriptions** at the bottom of your screen. You can see:

- The estimated number of days you have left of your current medication
- If your medication is eligible for automatic refills
- When your automatic refill will process
- If the prescription for your medication needs to be renewed

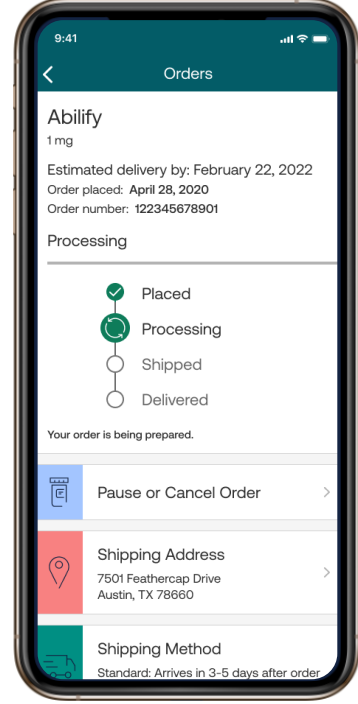
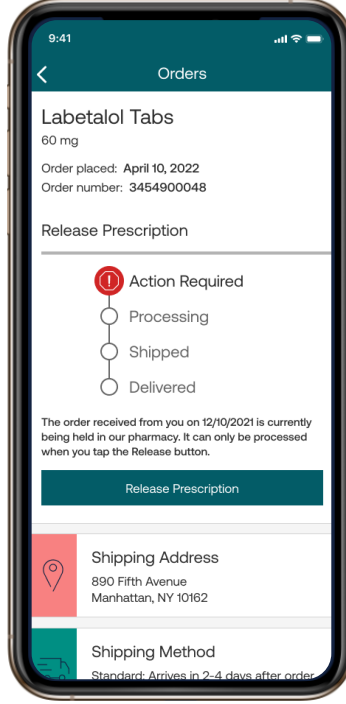
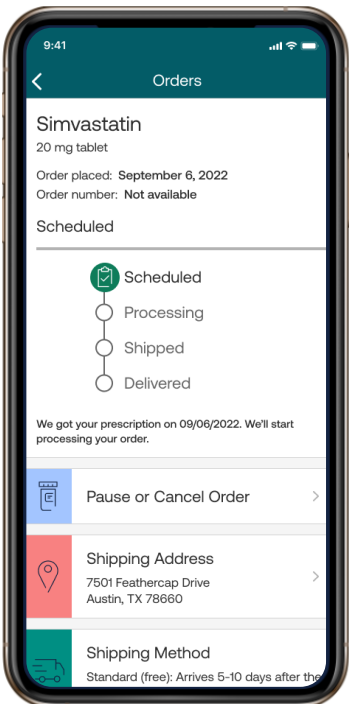
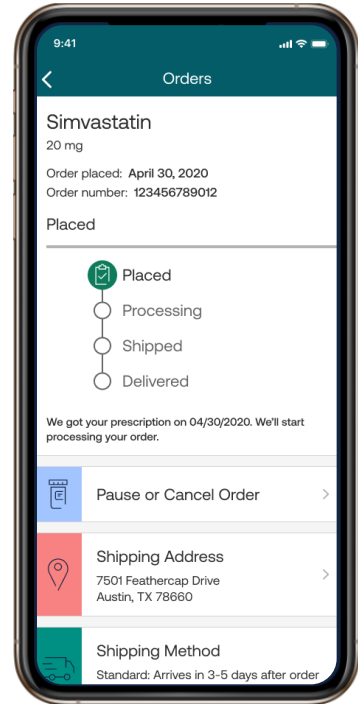
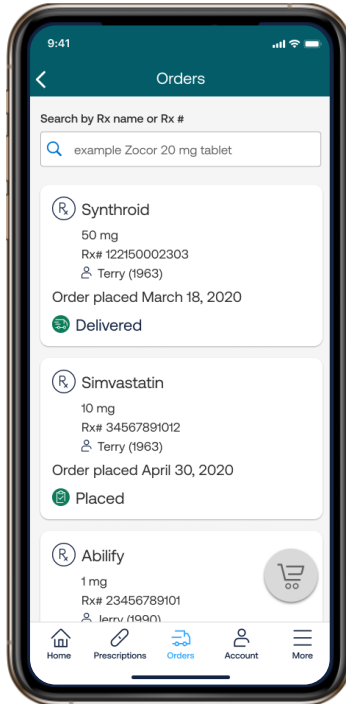
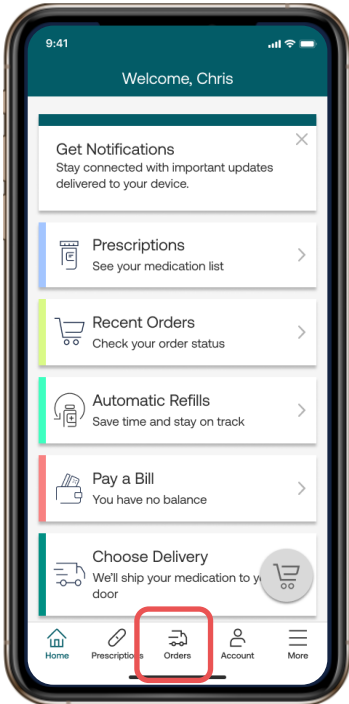


[Return to Table of Contents](#)

LAST UPDATED: 01/01/26
This guide is meant to represent most benefits and may appear different depending on your plan design.
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ORDER REVIEW

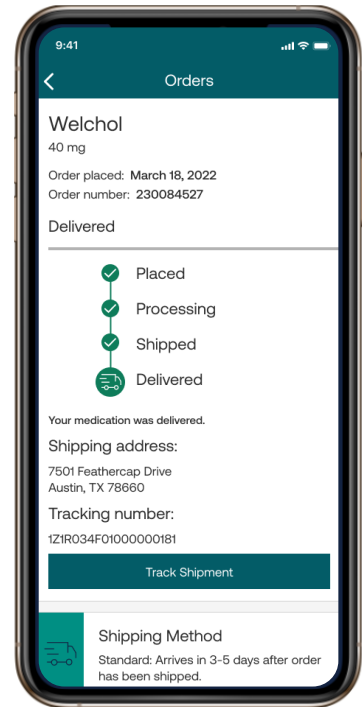
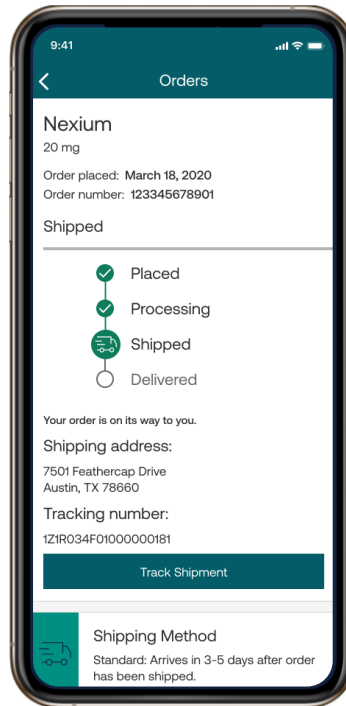
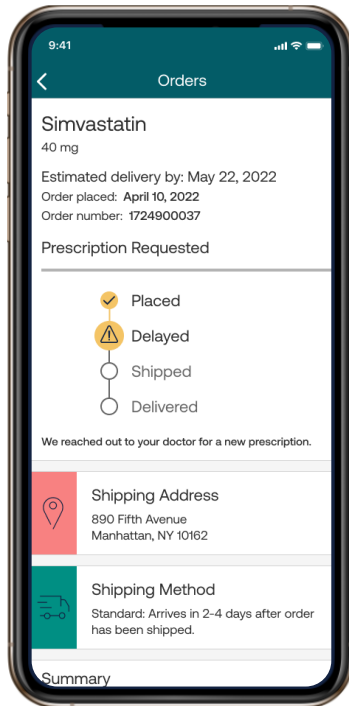
You do not need to navigate back to Home on the dashboard to view your orders. You can simply touch **Orders** at the bottom of your screen. You will then be able to see a summary and the status of your orders.



[Return to Table of Contents](#)

LAST UPDATED: 01/01/26
This guide is meant to represent most benefits and may appear different depending on your plan design.
There are some features shown that may not apply to your specific benefit.

Express Scripts® Pharmacy Benefit Services

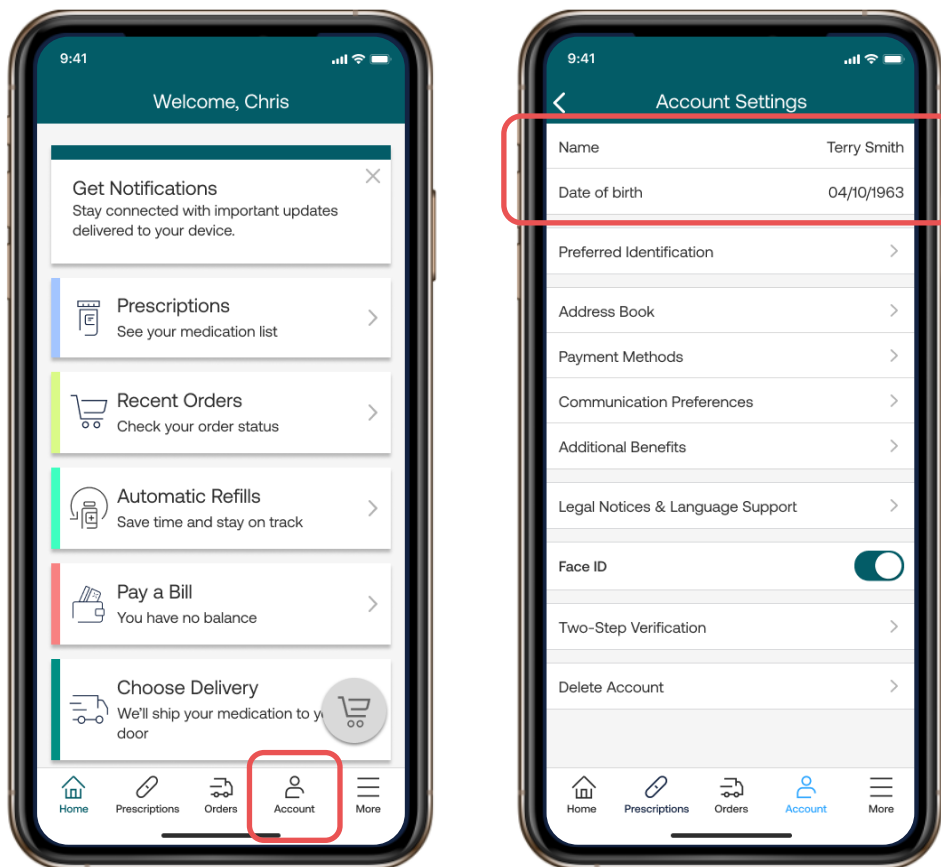


[Return to Table of Contents](#)

LAST UPDATED: 01/01/26
This guide is meant to represent most benefits and may appear different depending on your plan design.
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PERSONAL INFORMATION

You can view your personal information by touching **Account** at the bottom of your screen, including your first and last name and your date of birth.

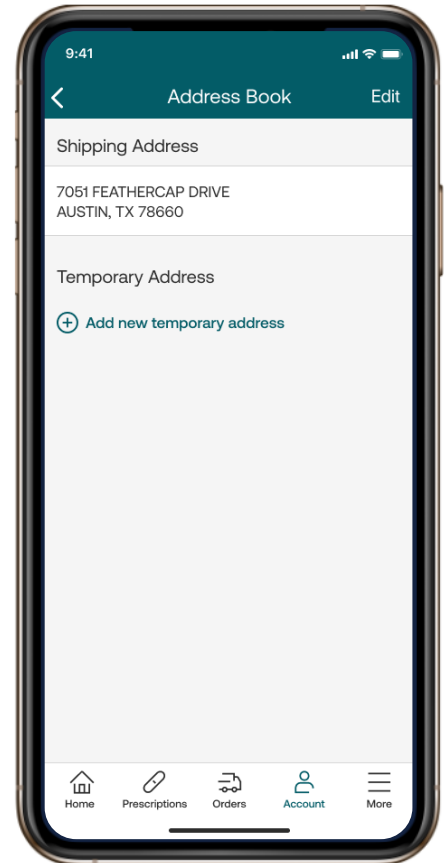
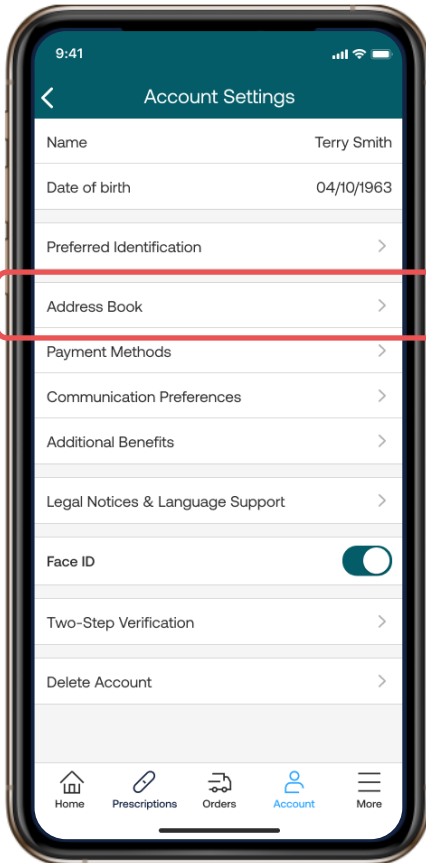
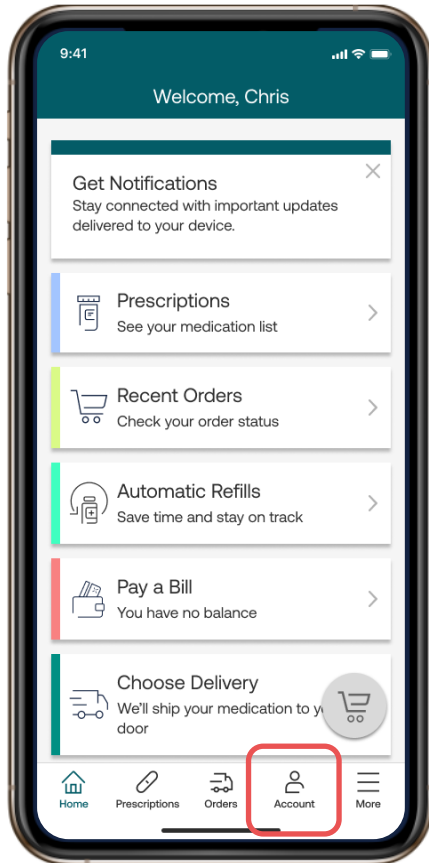


[Return to Table of Contents](#)

LAST UPDATED: 01/01/26
*This guide is meant to represent most benefits and may appear different depending on your plan design.
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ADDRESS BOOK

To view your address on file, you can touch **Address Book**. If the shipping address is different from your main address, you can add a temporary address.

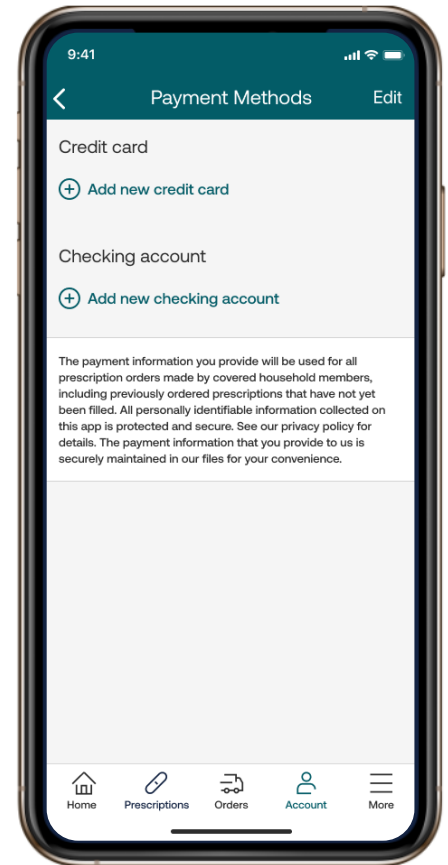
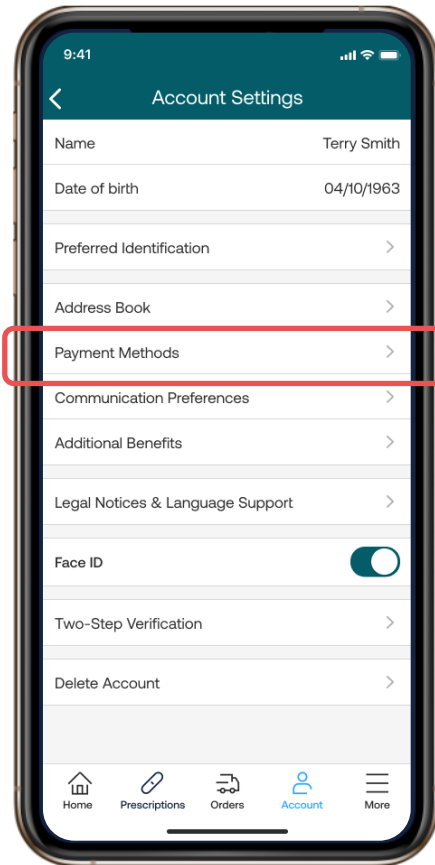
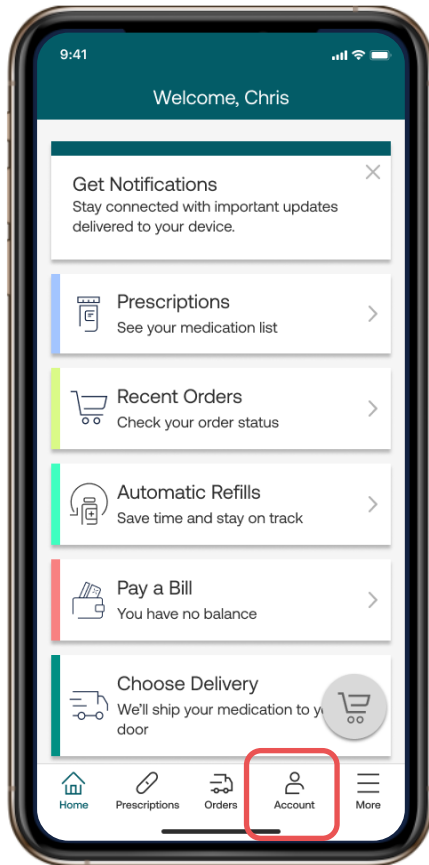


[Return to Table of Contents](#)

LAST UPDATED: 01/01/26
This guide is meant to represent most benefits and may appear different depending on your plan design.
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PAYMENT METHODS

You can add a credit card or checking account to easily pay your bill by touching **Payment Methods**, found by selecting **Account** at the bottom of your screen.



[Return to Table of Contents](#)

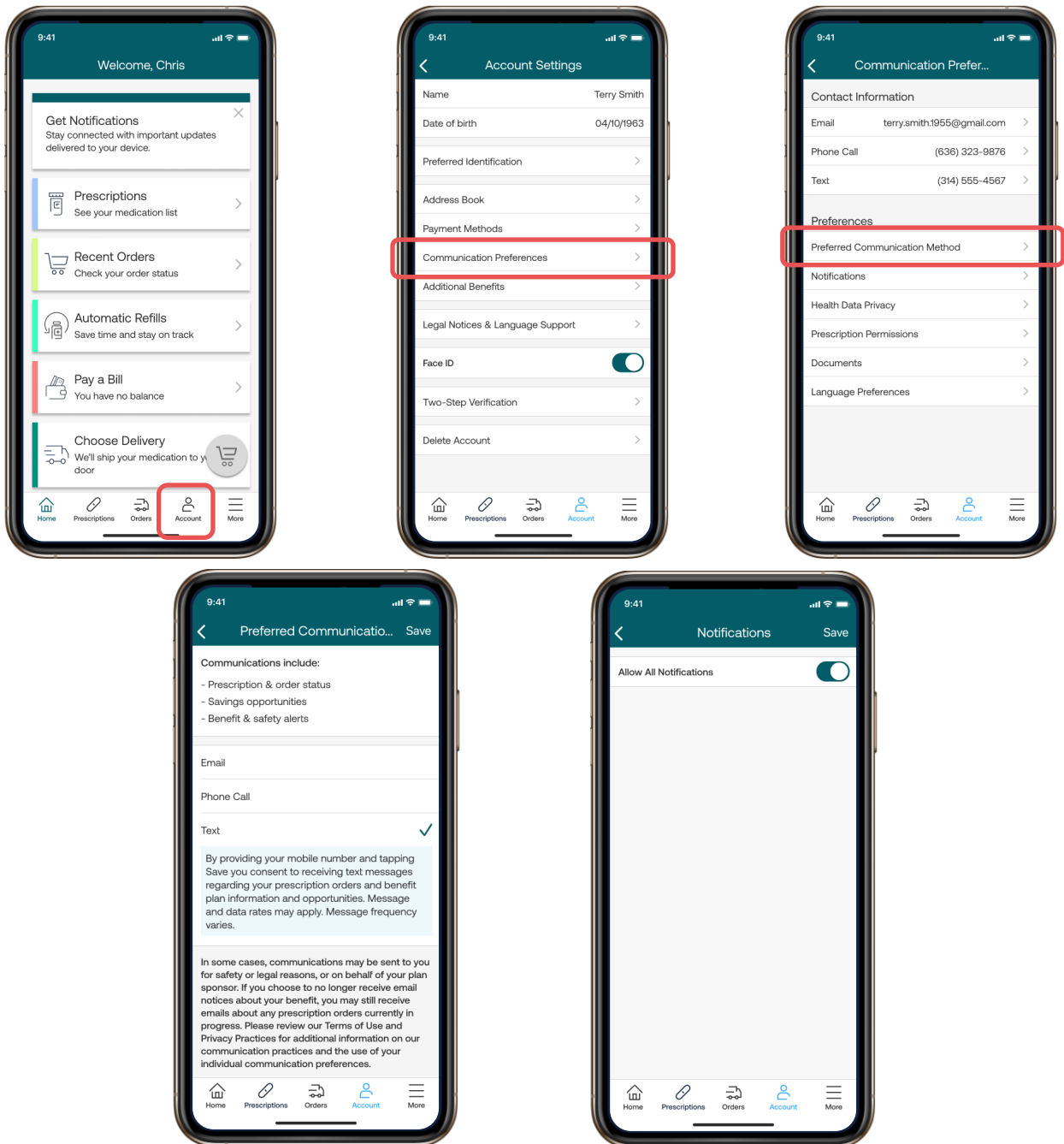
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COMMUNICATION PREFERENCES

You can easily manage your communication preferences on the mobile app by:

- Navigating to **Account**
- Touching **Communication Preferences**

There, you can select your preferred communication method, such as email, call and text. You can also turn on push notifications, allowing the app to send you push notifications about your order if your benefit includes home delivery. This ensures you stay informed in the way that best suits your needs.



[Return to Table of Contents](#)

LAST UPDATED: 01/01/26

This guide is meant to represent most benefits and may appear different depending on your plan design. There are some features shown that may not apply to your specific benefit.

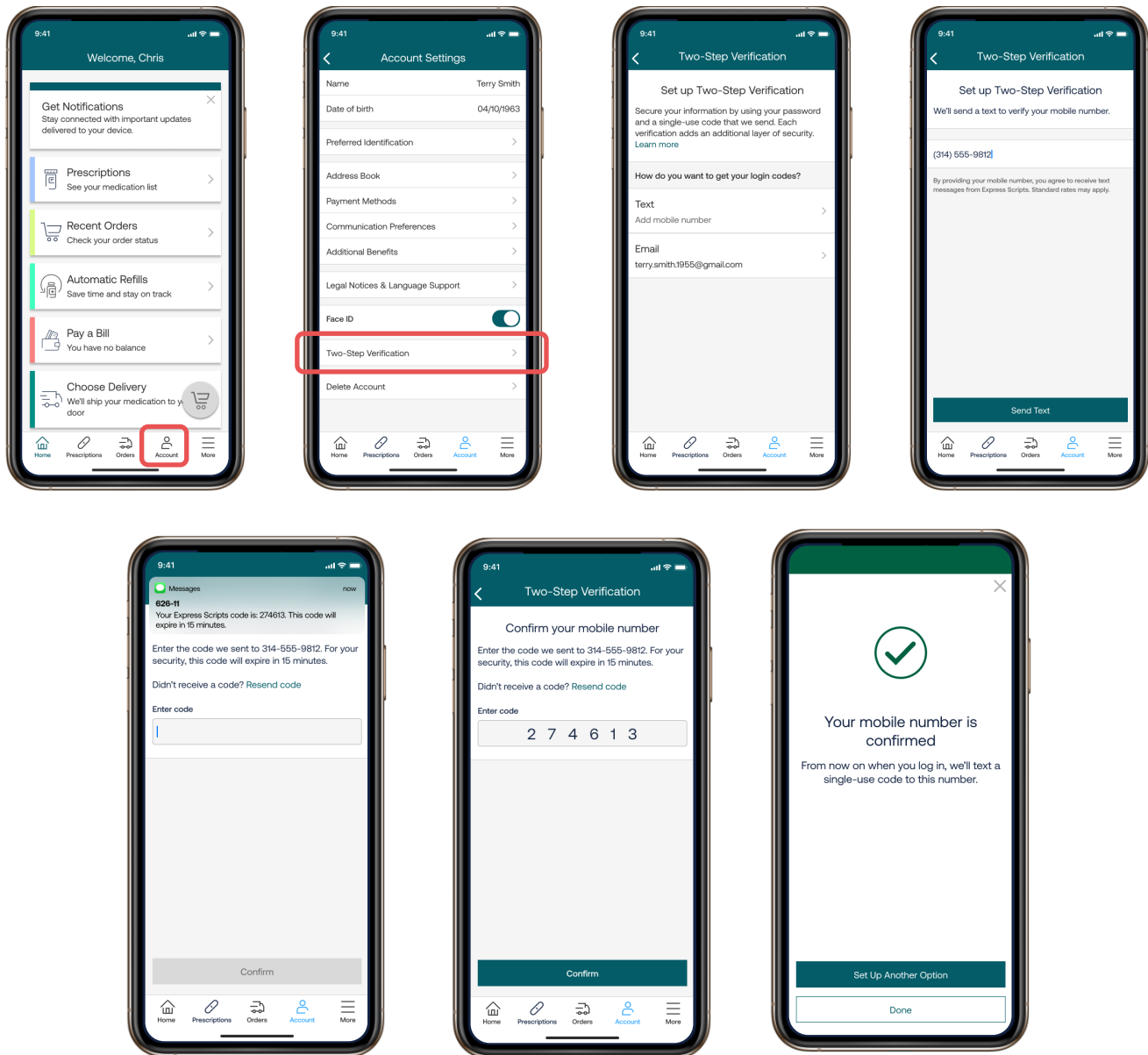
TWO-STEP VERIFICATION VIA TEXT MESSAGE

To ensure secure login, you are required to set up a two-step verification via text message, email, or phone call. To do so, you should:

- Touch **Account** at the bottom of your screen, then **Two-Step Verification**
- Choose how you want to receive your login code, by Text, Email or Phone Call

The following showcases a Text selection.

If you use Face ID or Touch ID, you can bypass the two-step verification process after the initial setup.



[Return to Table of Contents](#)

LAST UPDATED: 01/01/26

This guide is meant to represent most benefits and may appear different depending on your plan design. There are some features shown that may not apply to your specific benefit.

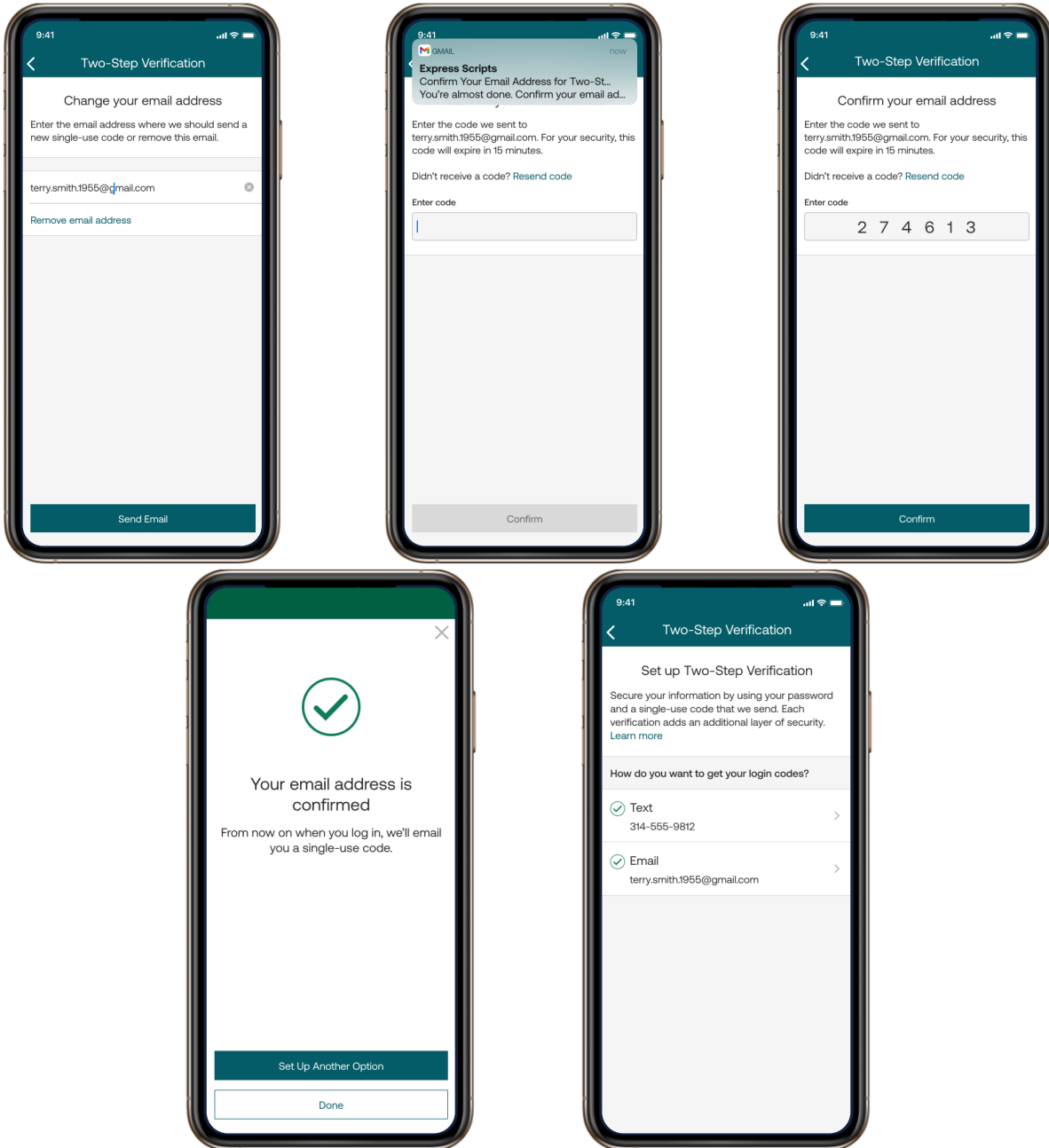
TWO-STEP VERIFICATION VIA EMAIL

To verify your account via email, you can:

- Touch **Account** at the bottom of your screen, then **Two-Step Verification**
- Choose how you want to receive your login code, by Text, Email or Phone Call

The following showcases an Email selection.

If your use Face ID or Touch ID, you can bypass the two-step verification process after the initial setup.



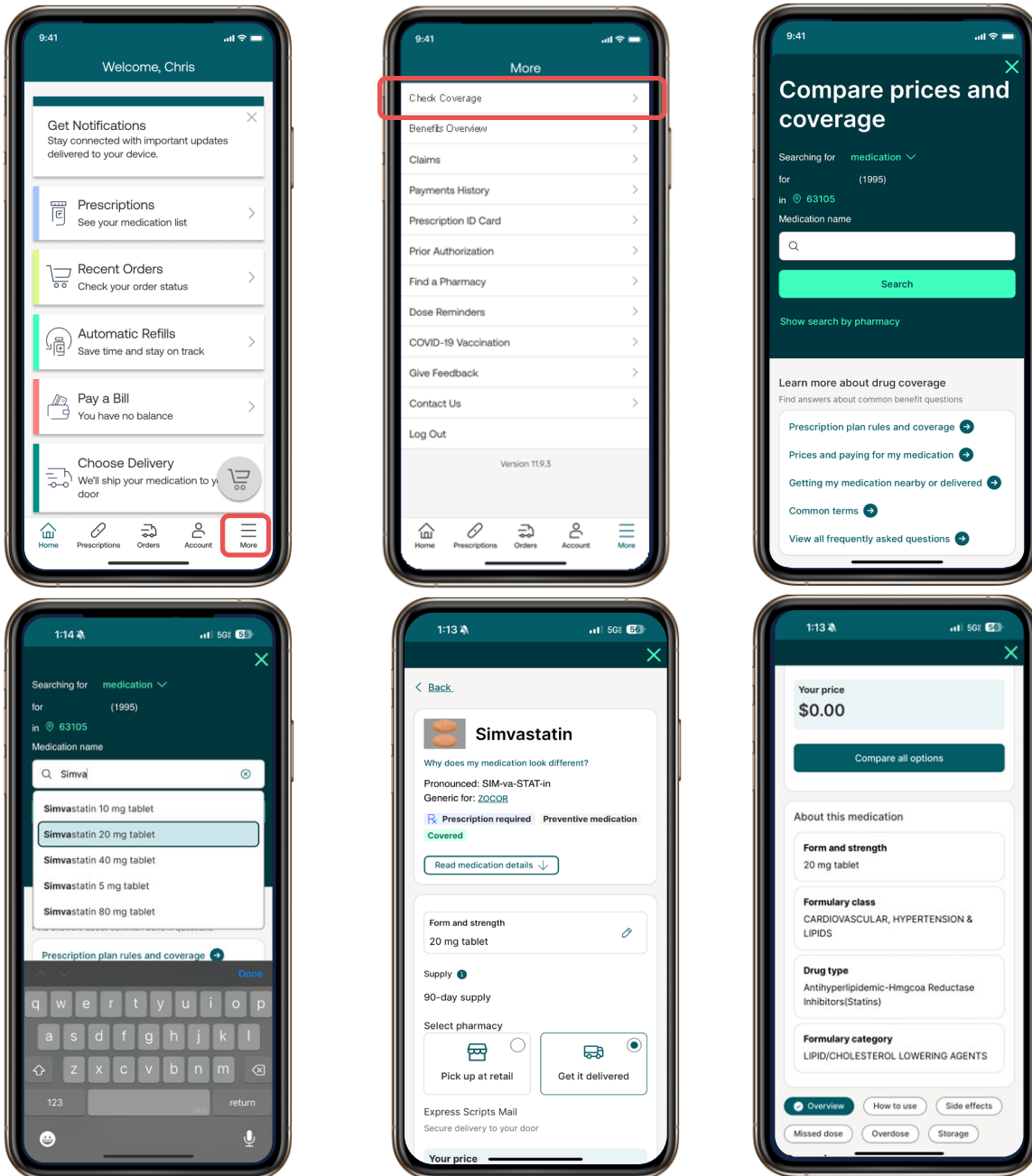
[Return to Table of Contents](#)

LAST UPDATED: 01/01/26
This guide is meant to represent most benefits and may appear different depending on your plan design. There are some features shown that may not apply to your specific benefit.

CHECK COVERAGE

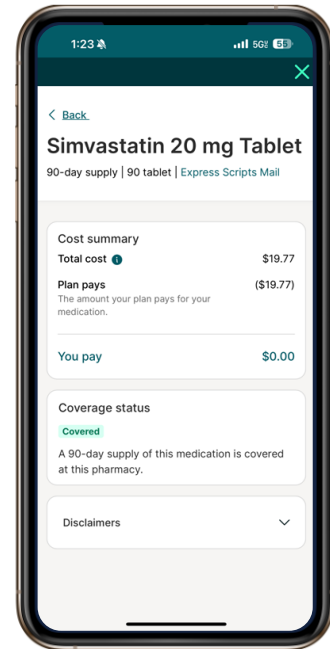
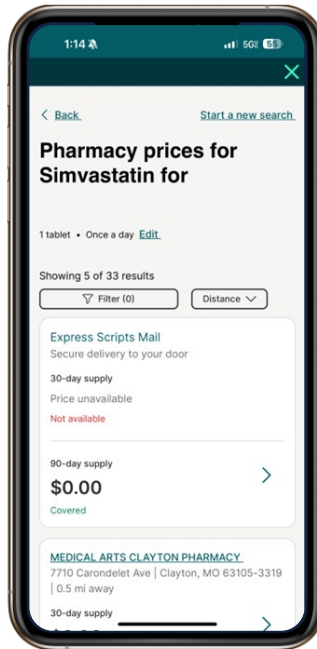
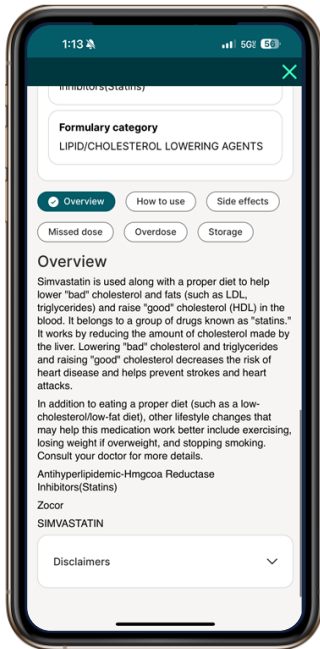
Knowledgeable members are more confident members. That is why we advocate for you to compare and find the best price and savings that work best for your prescription plan. To compare prices and coverage, you can:

- Touch **More** at the bottom of your screen, then **Check Coverage**
- Input your medication, including dosage information if available, to compare prices from pharmacies in your network and learn more about your medication.



[Return to Table of Contents](#)

LAST UPDATED: 01/01/26
This guide is meant to represent most benefits and may appear different depending on your plan design.
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[Return to Table of Contents](#)

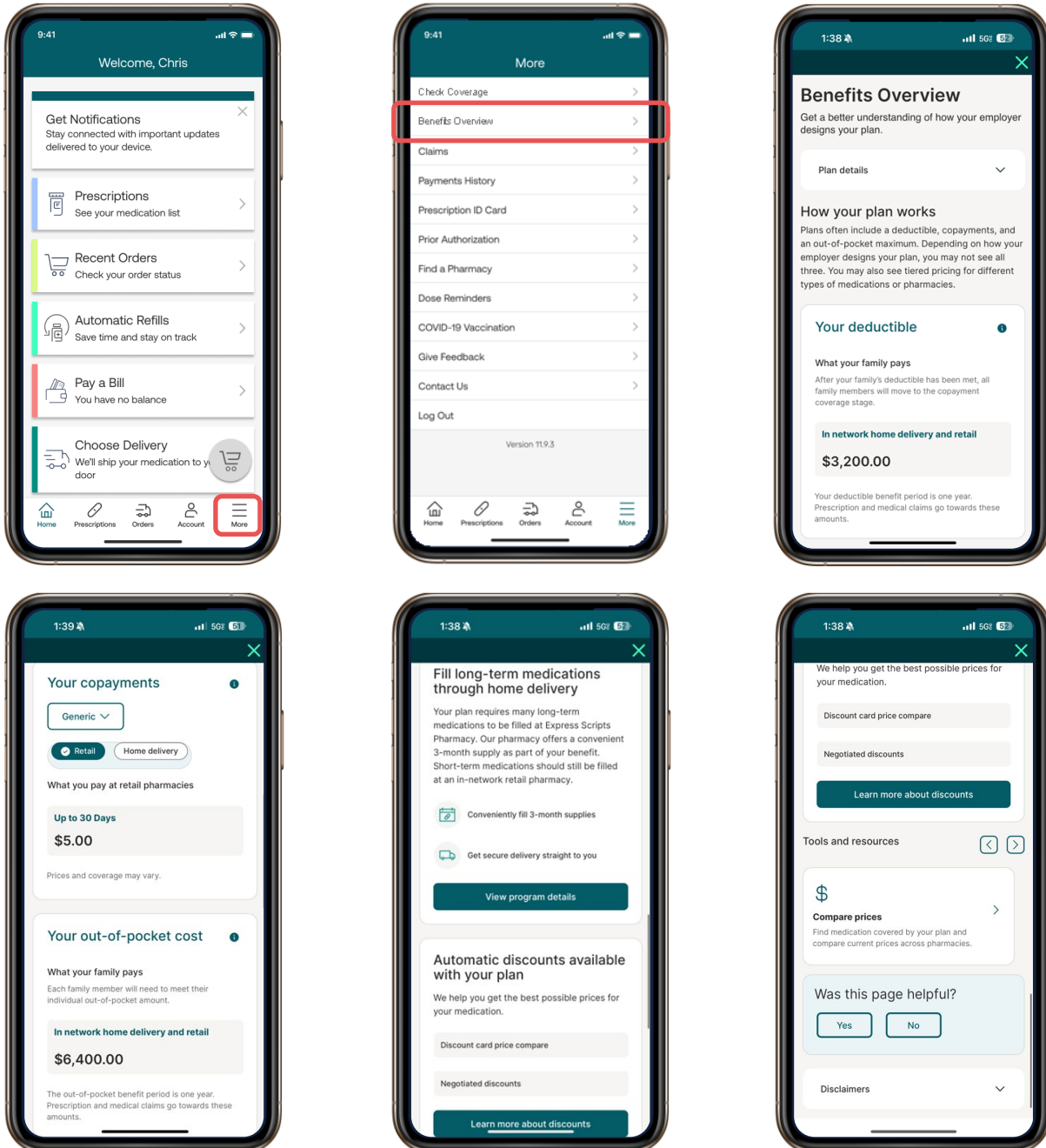
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BENEFITS OVERVIEW

You can see the details of your medication benefit coverage in the Benefits Overview section. To view your benefits:

- Click on **More**, then **Benefits Overview**

Here, you can see plan details, how your plan works, simple summaries of your Deductible, Copay/Coinsurance, and Out-of-Pocket information depending on how your plan sponsor designs your plan, and more.



[Return to Table of Contents](#)

LAST UPDATED: 01/01/26

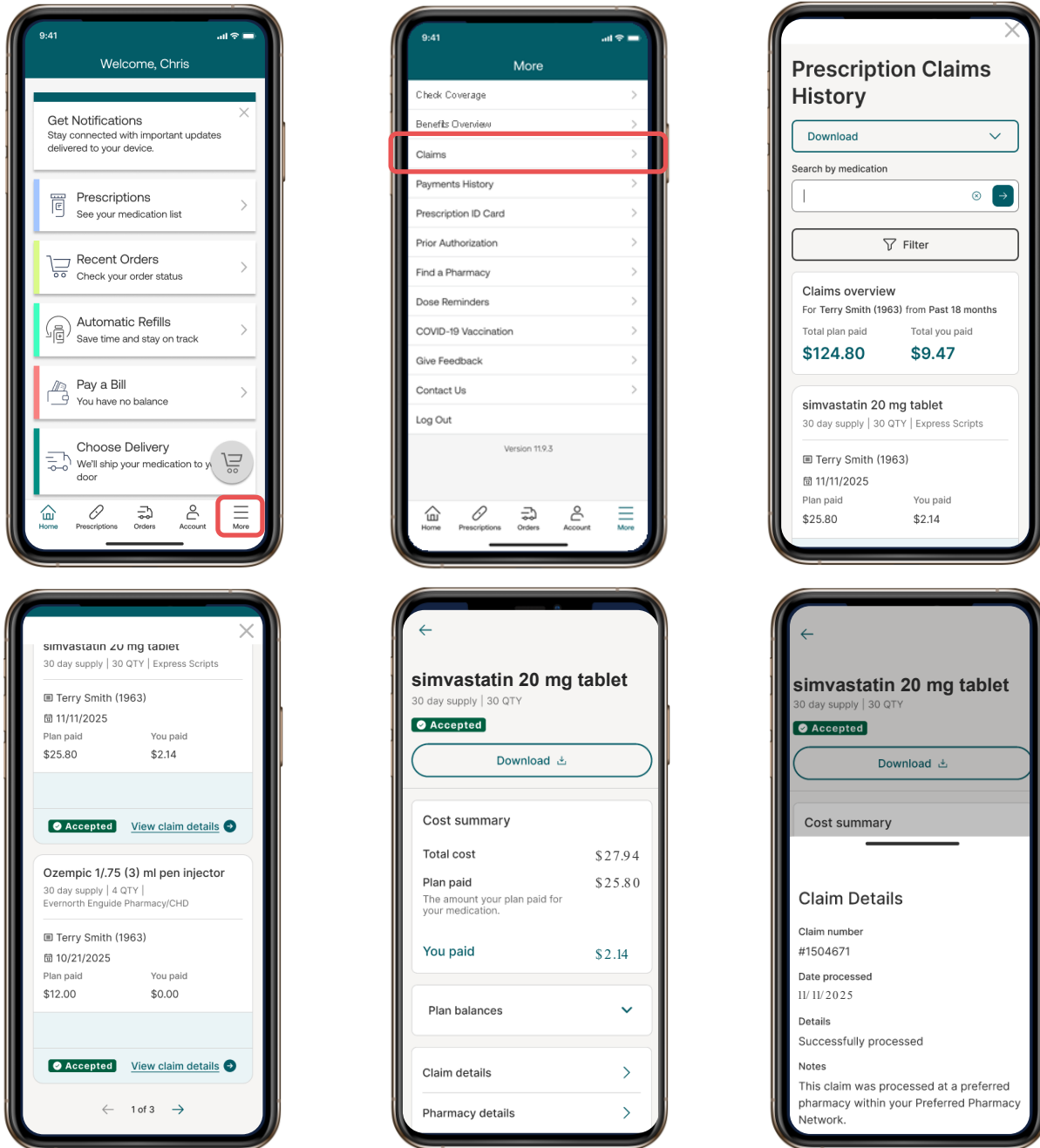
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CLAIMS

You can keep your claims history and information right within reach. You can access your prescription claims history by:

- Touching **More** and then **Claims**

After choosing Claims, you will be navigated to your Claims History where you can download the prior year's Claims History, review the current year's claims, see cost information for your prescriptions, and adjust the date range if needed.



[Return to Table of Contents](#)

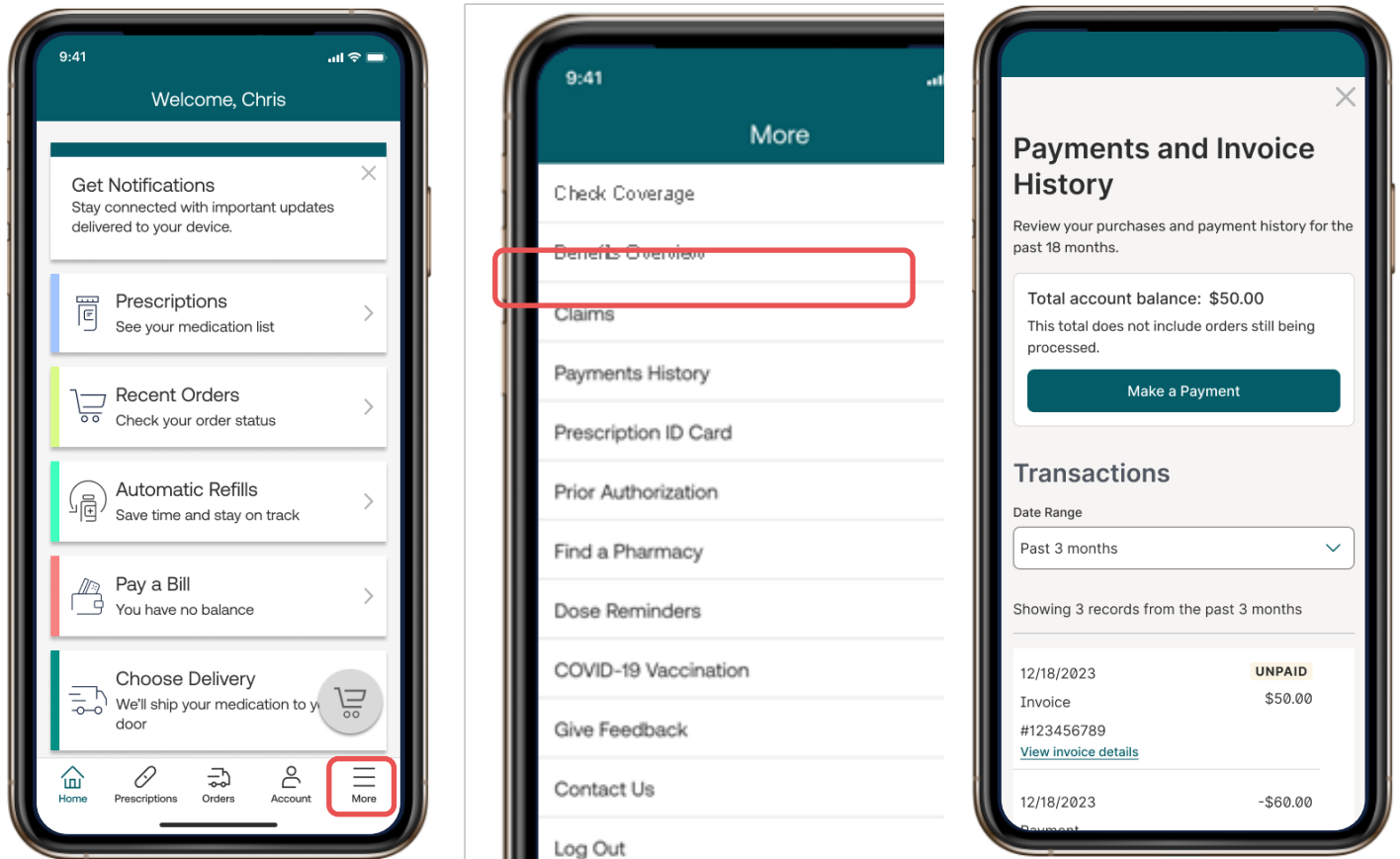
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PAYMENTS HISTORY

In addition to reviewing your claims, you can also review your Payment History referencing those claims.

- By touching **More** and then **Payments History**, you will be led to an additional screen of your transactions, status of the transaction, and any outstanding balance if you have one.
- You can also select the date range you would like to review and click “View invoice details” to see more information on a specific transaction.

You can now get this information directly through the app without having to use your web browser.



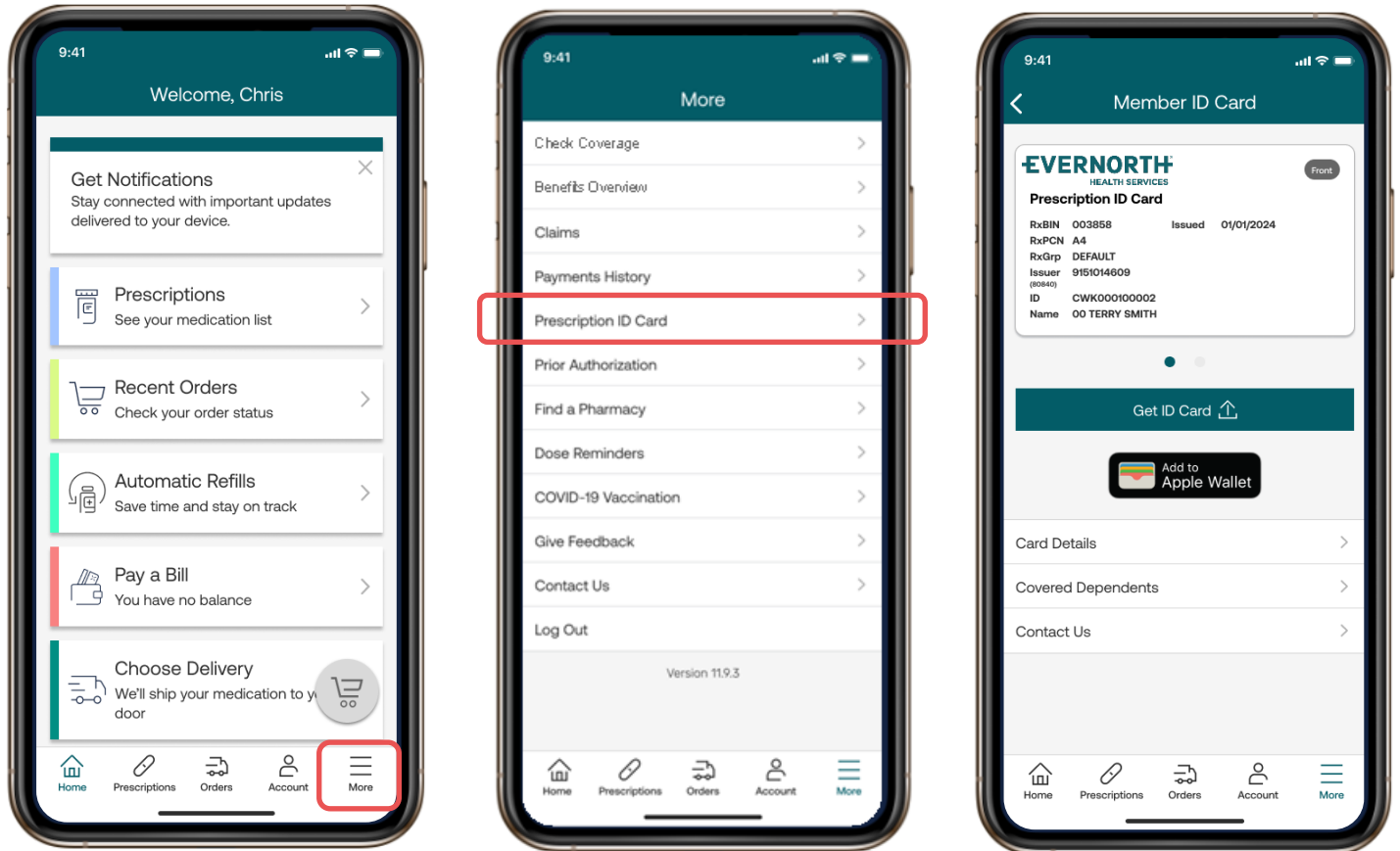
[Return to Table of Contents](#)

LAST UPDATED: 01/01/26
This guide is meant to represent most benefits and may appear different depending on your plan design.
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PRESCRIPTION ID CARD

As the world changes, so do we, and that is why you can access your ID card digitally from the mobile app. Having a prescription ID card on hand has never been easier.

On the app, you can show your ID card at the pharmacy, print and download the ID card or add it to your Apple Wallet or Google Wallet.



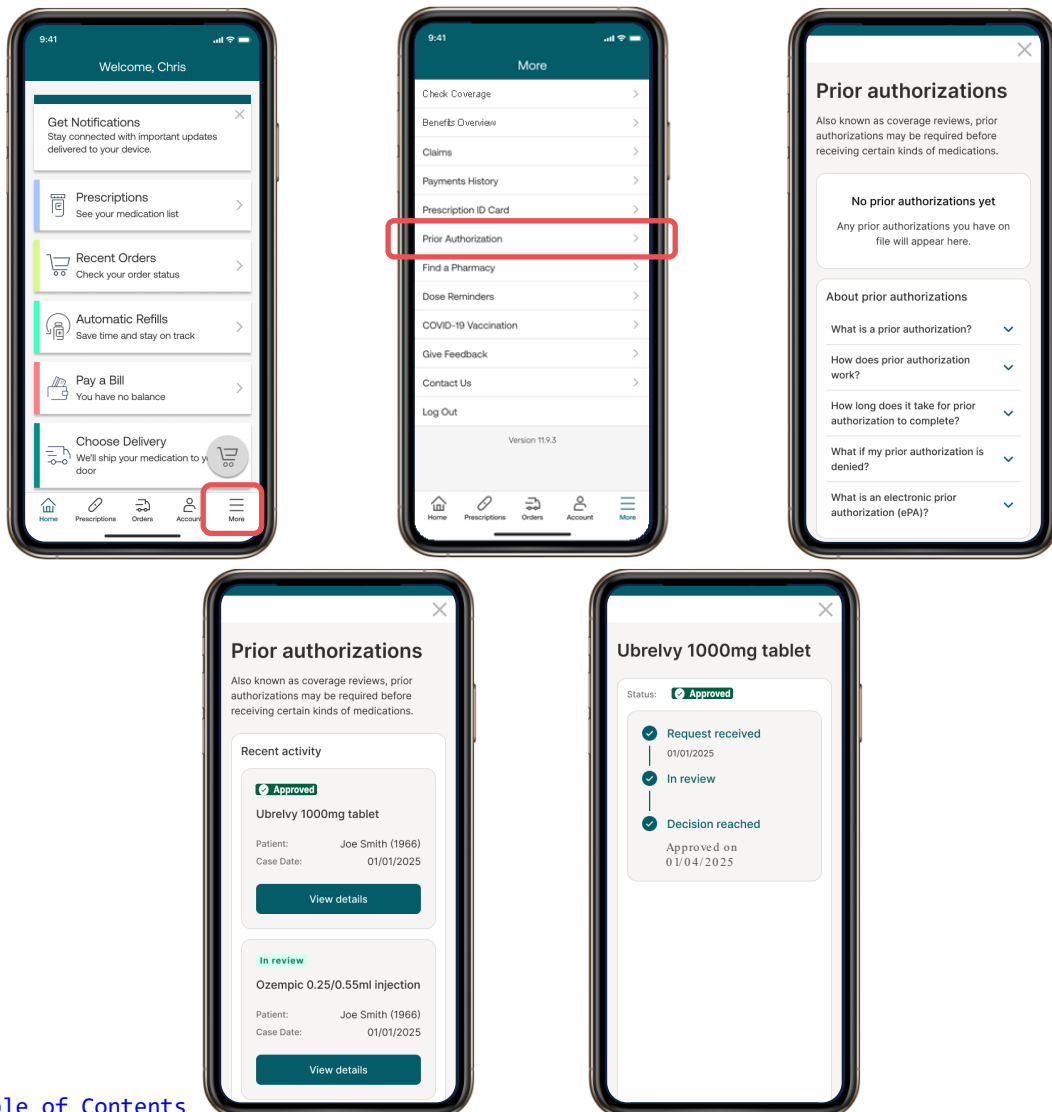
[Return to Table of Contents](#)

LAST UPDATED: 01/01/26
This guide is meant to represent most benefits and may appear different depending on your plan design.
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PRIOR AUTHORIZATION

This feature allows you to check the statuses of your coverage reviews, also known as prior authorizations, for you and any of your dependents.

- Click **More**, then **Prior Authorization** on the menu options.
- You will find recent prior authorization activity and if you don't have any on file, you can still benefit by finding an abundance of resources about prior authorizations including frequently asked questions, how to appeal a decision, how to renew a prior authorization, and more.
- When you click on a specific prior authorization, it will display more information, such as the stage of the process it is in: Request Received, In Review, and Decision Reached. You will also have the ability to download documents related to the prior authorization as PDFs.
- For your peace of mind, you can sign up for emails and we'll take care of the details for you. We'll let you know as soon as we receive a request on your behalf, share helpful tools when you need them, and send reminders before your prior authorization expires—so you never have to worry about delays in getting your medication.



[Return to Table of Contents](#)

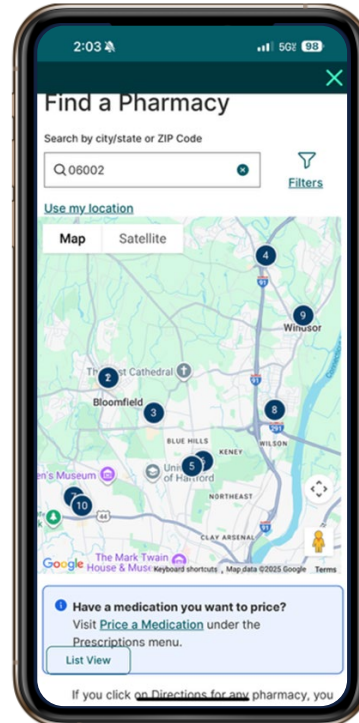
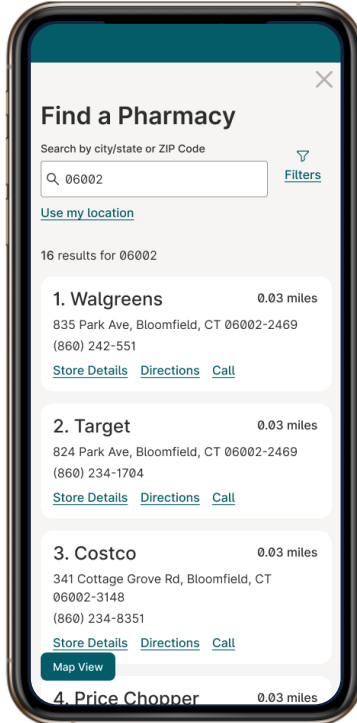
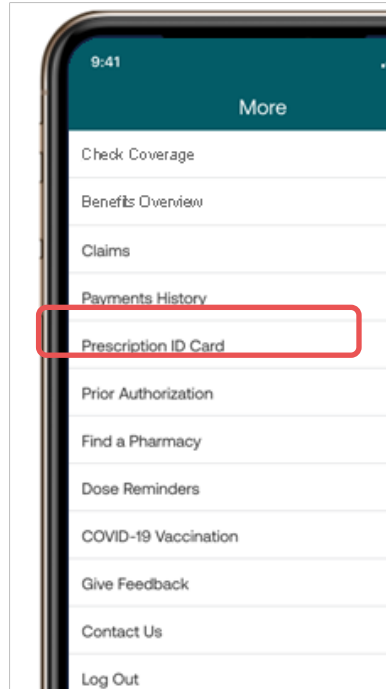
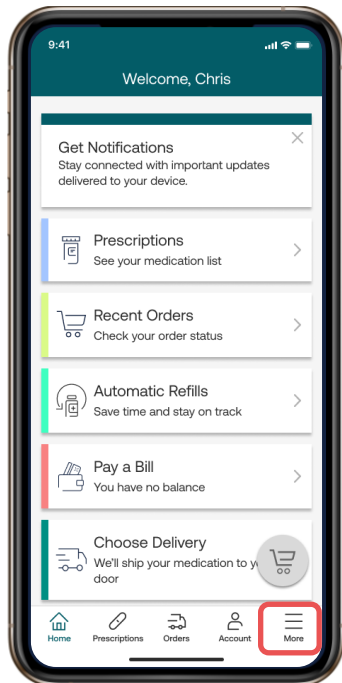
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FIND A PHARMACY

Ensuring that you are getting the right medication, right quantity at the right pharmacy is vital when it comes to saving you money. You can look up a pharmacy that aligns with your benefit and network based on your location by:

- Touching **More**, then **Find a Pharmacy**

You can then filter search results, review options in the list view or map view, and can directly navigate to Price a Medication from these screens.



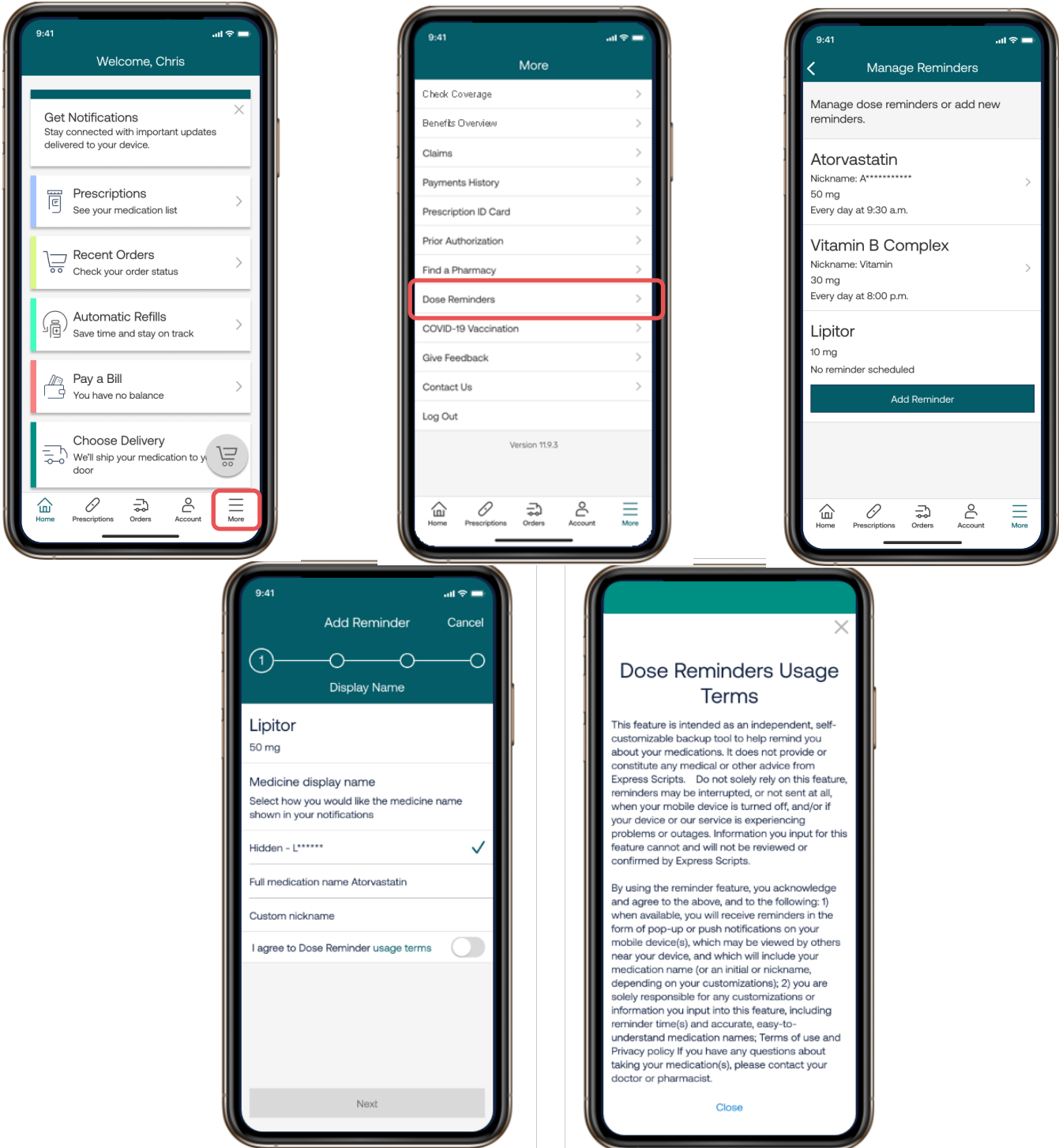
[Return to Table of Contents](#)

LAST UPDATED: 01/01/26

This guide is meant to represent most benefits and may appear different depending on your plan design. There are some features shown that may not apply to your specific benefit.

DOSE REMINDER

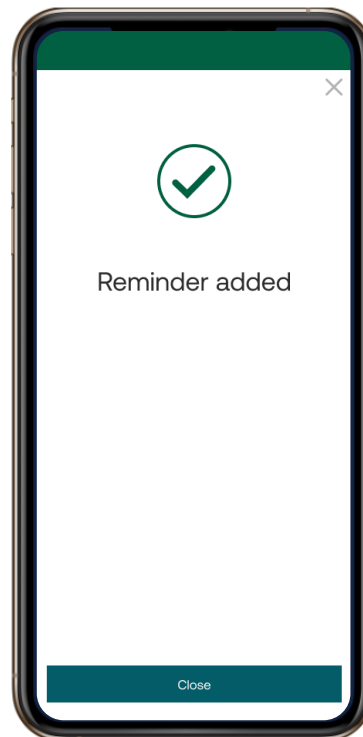
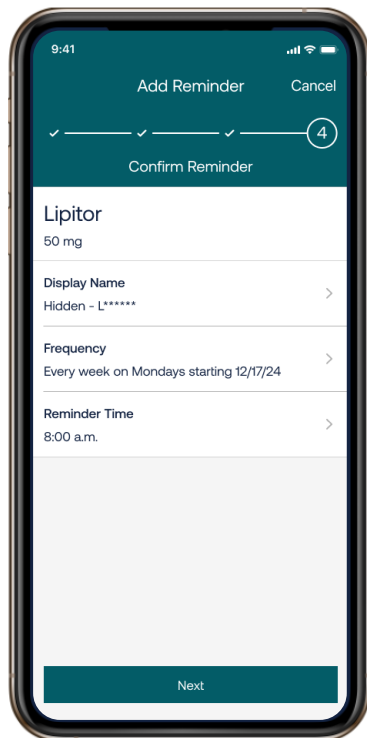
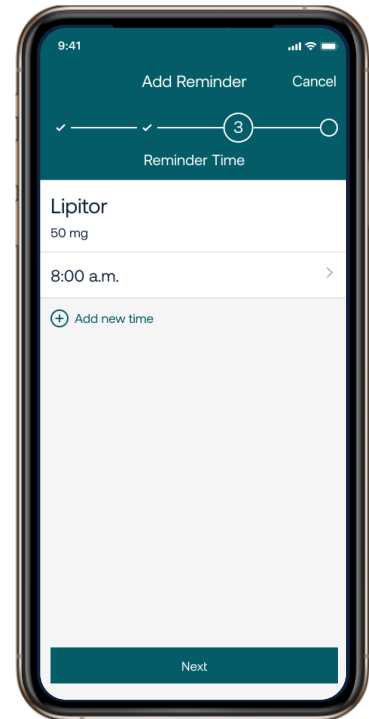
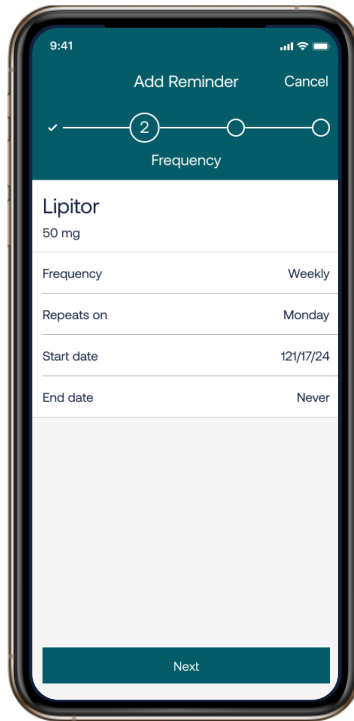
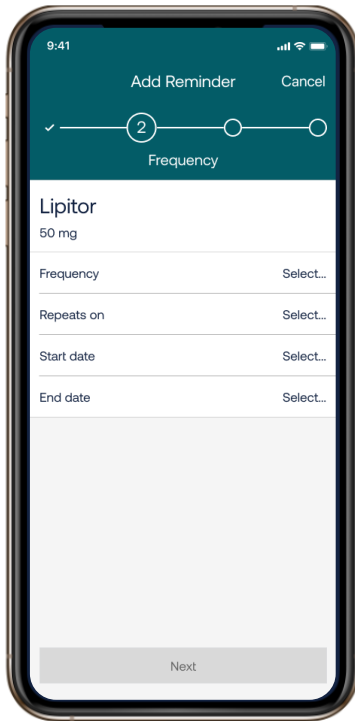
You can create a dose reminder alert to help you stay on track with your medication regimen. To create a reminder, you can touch **More** at the bottom of the screen, then **Dose Reminder** and follow the instructions.



[Return to Table of Contents](#)

LAST UPDATED: 01/01/26
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DOSE REMINDER, CONTINUED

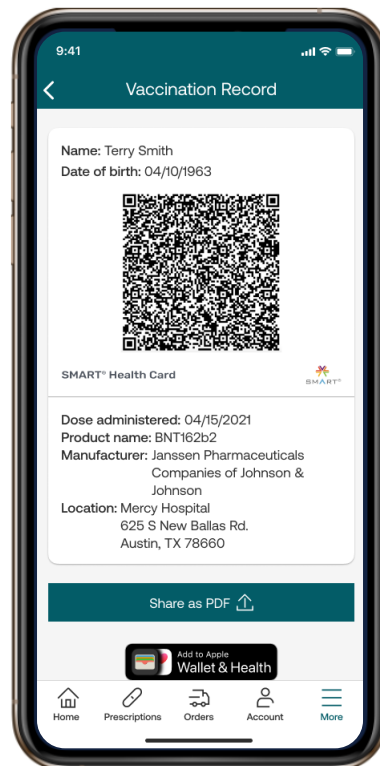
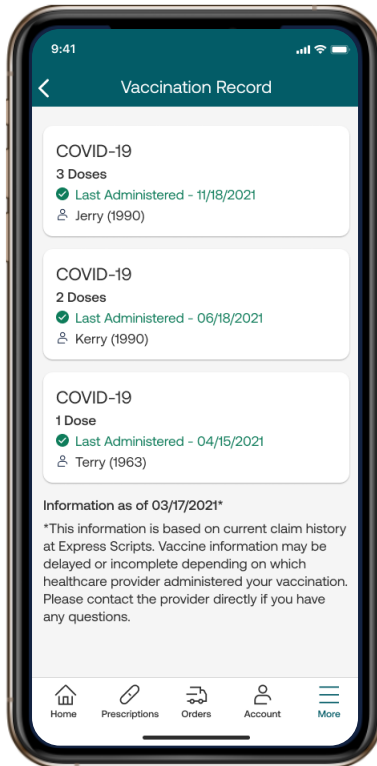
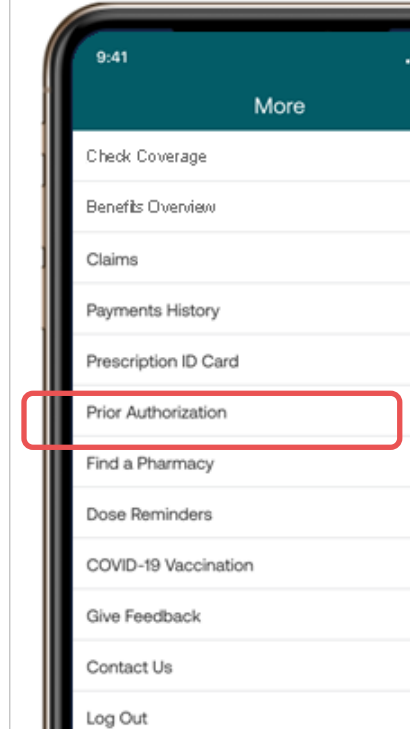
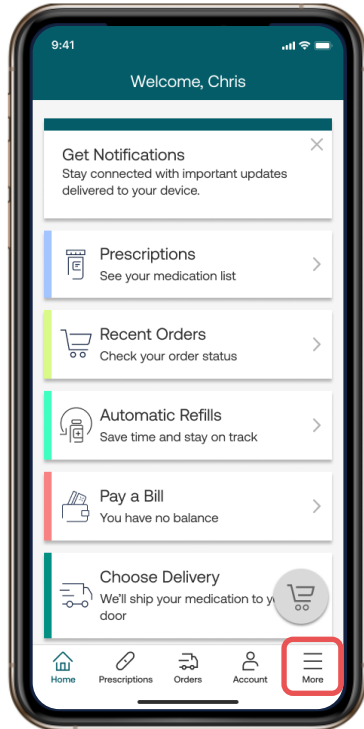


[Return to Table of Contents](#)

LAST UPDATED: 01/01/26
*This guide is meant to represent most benefits and may appear different depending on your plan design.
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COVID-19 VACCINATION

In addition to the other selections in the **More** menu, you can record your COVID-19 vaccination status, if desired. To view your status, you can touch **COVID-19 Vaccination** to see when your last vaccination was administered and how many doses you have received. You also have the ability to add your vaccination record via QR code to your Apple Wallet or health app.



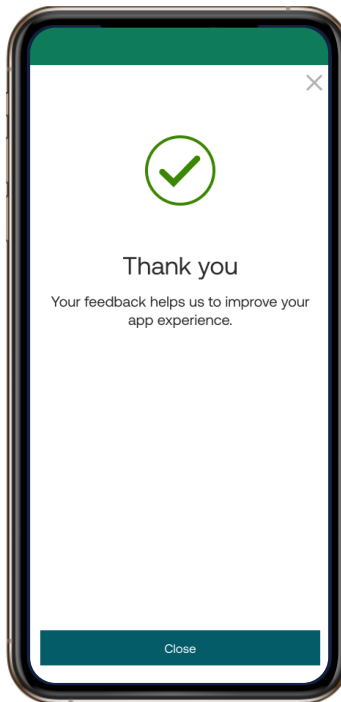
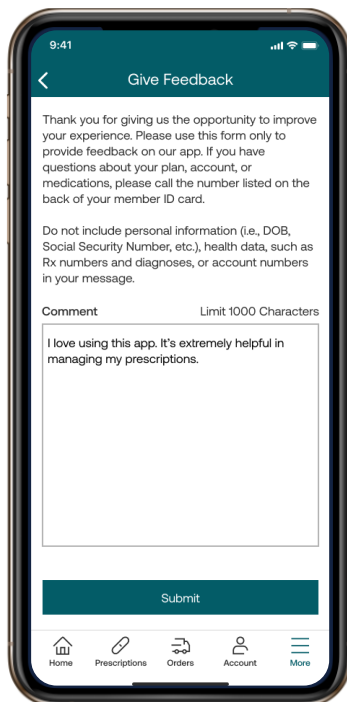
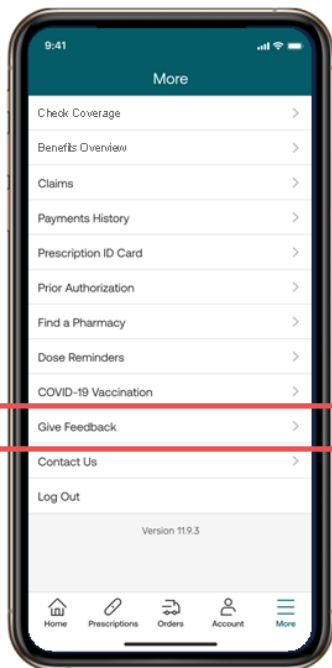
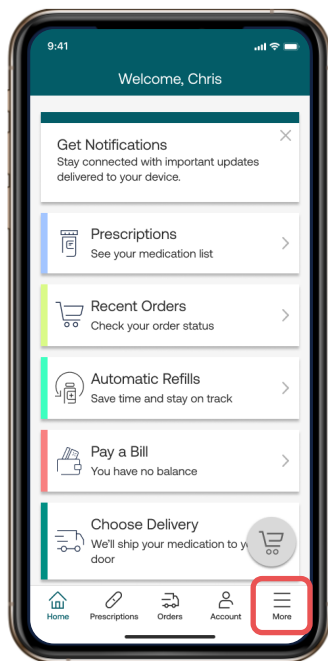
[Return to Table of Contents](#)

LAST UPDATED: 01/01/26
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GIVE FEEDBACK

We are always trying to become better and ensure that you feel like you are heard and understood. You can give us your opinions and experiences with the mobile app by:

- Touching **More** at the bottom of your screen, then **Give Feedback**
- Inputting your comments and selecting Submit



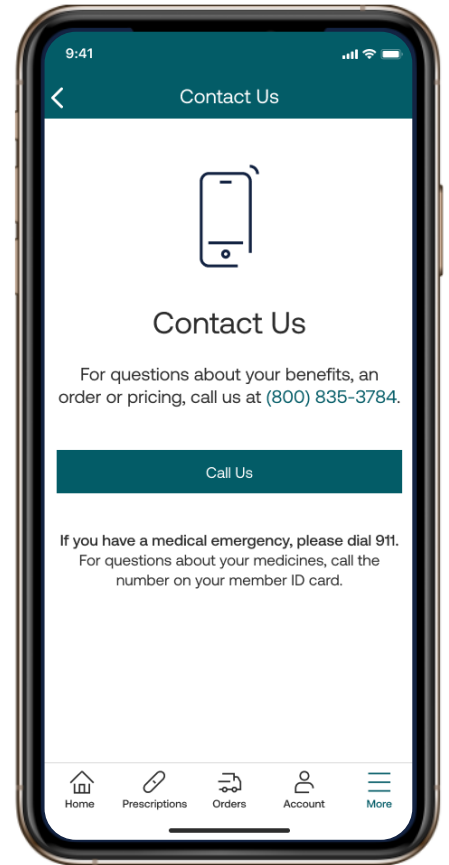
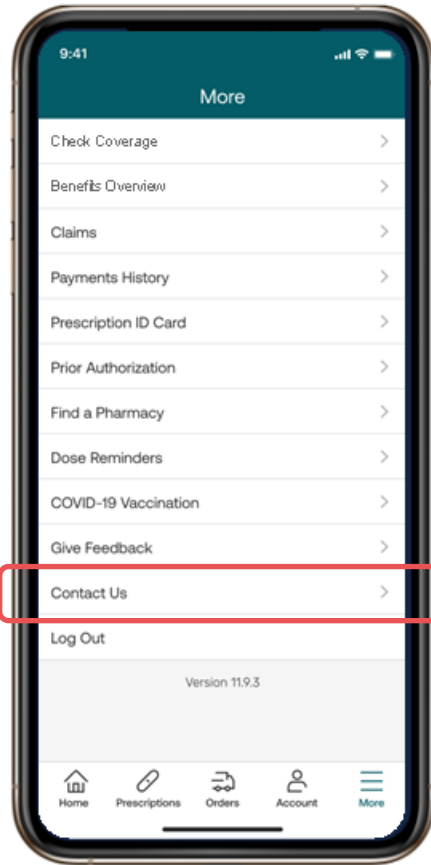
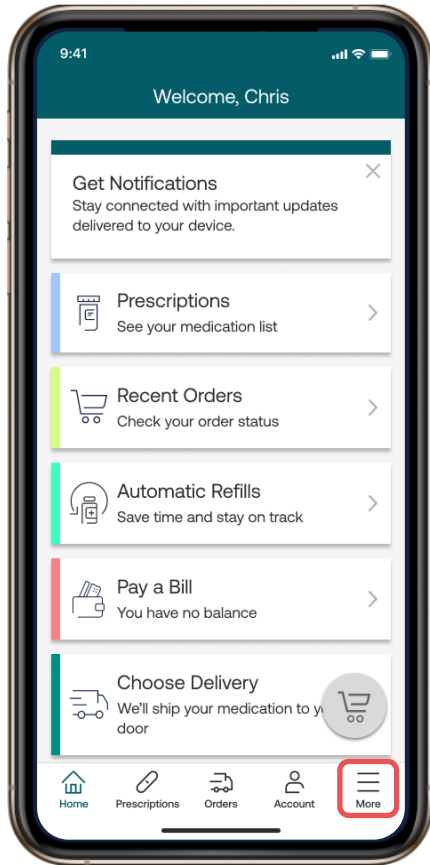
[Return to Table of Contents](#)

LAST UPDATED: 01/01/26

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CONTACT US

We understand that pharmacy benefits can be confusing, so if you have questions about your medications or pharmacy benefits, you can touch **More** at the bottom of your screen, then **Contact Us** to speak to a representative.

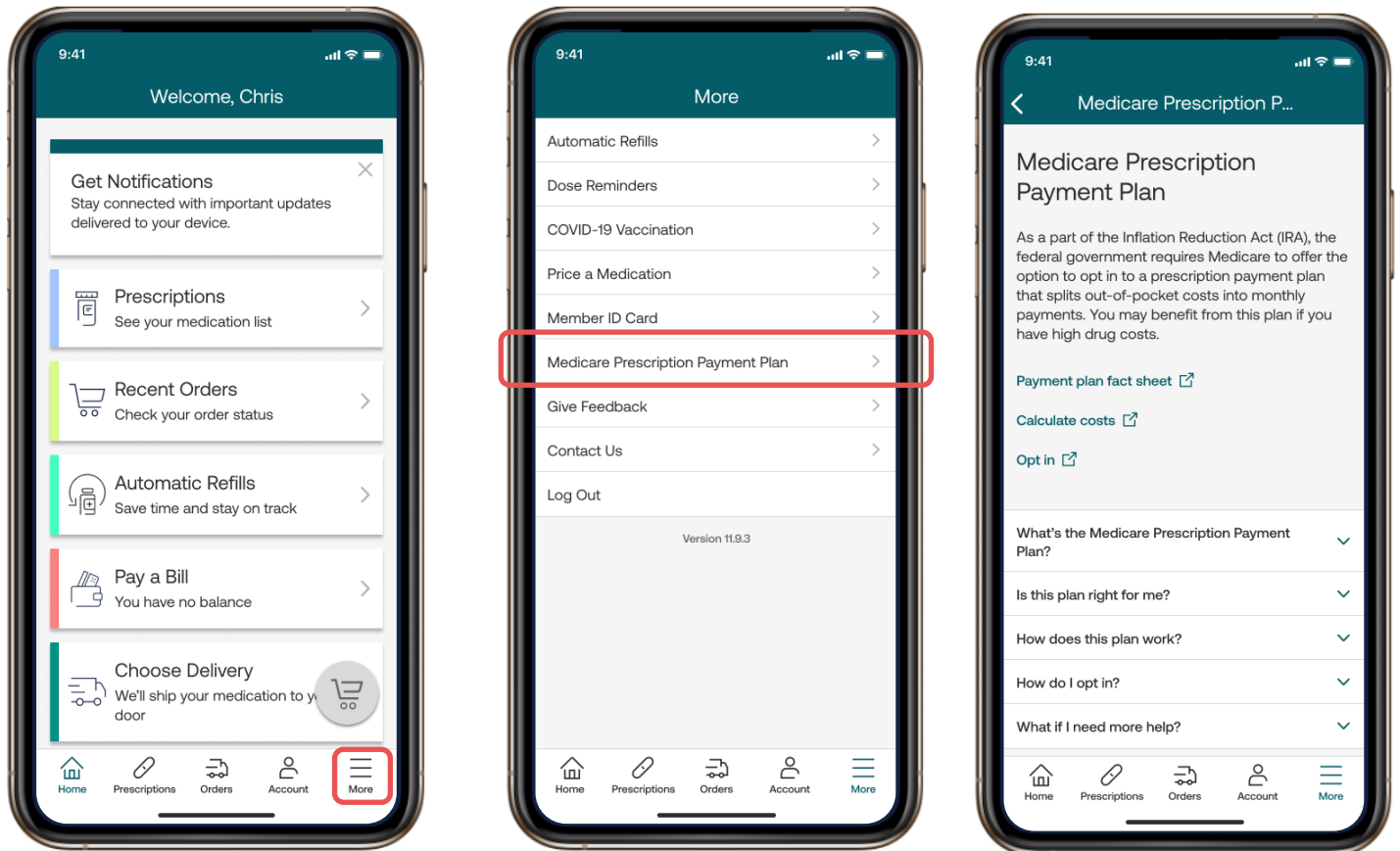


[Return to Table of Contents](#)

LAST UPDATED: 01/01/26
This guide is meant to represent most benefits and may appear different depending on your plan design. There are some features shown that may not apply to your specific benefit.

MEDICARE PRESCRIPTION PAYMENT PLAN

- As part of federal regulations, Medicare offers the option to opt in to a prescription payment plan that splits out-of-pocket costs into smaller monthly payments. To see tools, resources and frequently asked questions related to the Medicare Prescription Payment Plan, click on **More**, then **Medicare Prescription Payment Plan**.
- Navigate the page to see a fact sheet, calculate costs, review answers to questions and more.



[Return to Table of Contents](#)

LAST UPDATED: 01/01/26
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