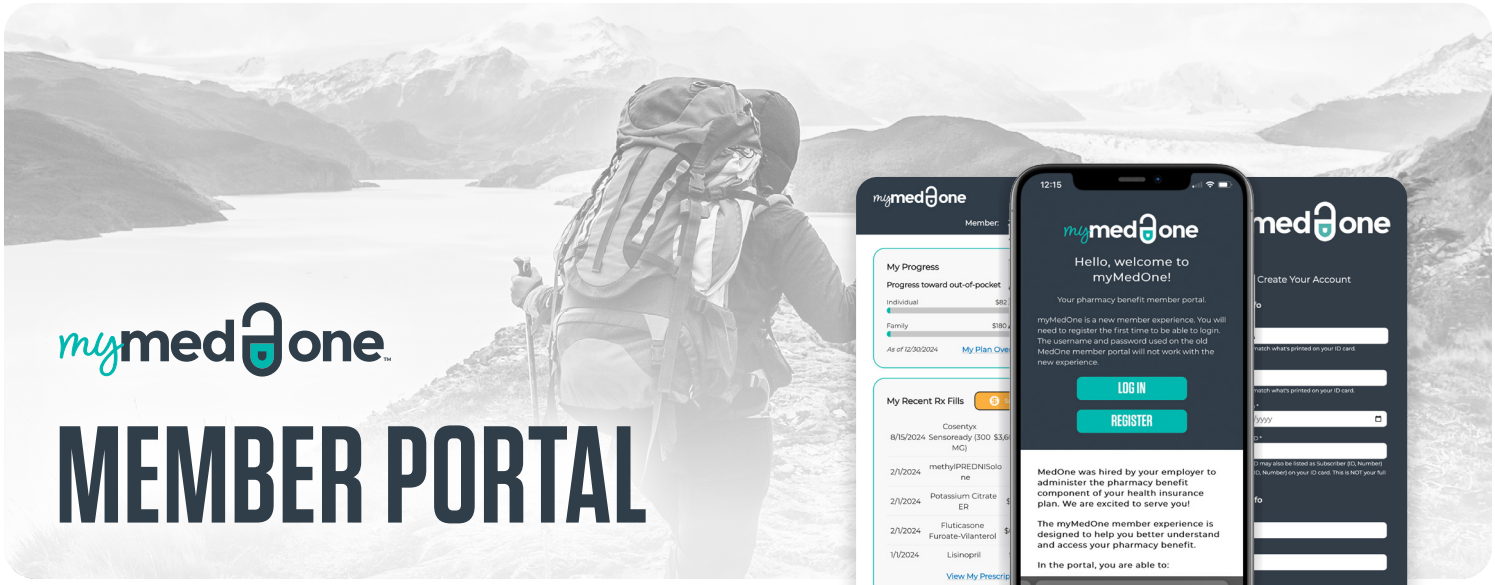


Welcome to myMedOne!

The myMedOne Member Portal, found online at **my.medone-rx.com,** is designed to provide you everything you need to know about your prescription benefit plan in a clean, responsive, self-serve portal.

Visit myMedOne
SCAN HERE

Register for the Member Portal

There are two ways to navigate to the myMedOne Member Portal. Either visit our website at **www.medone-rx.com** and select **MEMBER PORTAL** in the navigation bar along the top of the page or visit **my.medone-rx.com** directly.

- To register, click **LOG IN.** A registration pop-up will appear.
- Enter your first name, last name, date of birth, and cardholder ID. This ID number can be found on your insurance card.

  Please Note: Do not include the last two digits (Ie: -01, -02, etc).
- Create your portal login by entering a preferred email, username, and password.
- Click **CREATE MY ACCOUNT.**
- A verification email will be sent to the email address you supplied. Please click the link provided to verify your email.
- Return to the portal to log in and begin accessing your pharmacy benefit information.

Add myMedOne to Your Phone's Home Screen

It is in our future plans to develop an app for direct download to your phone. In the meantime, we offer a convenient workaround to add and view your prescription benefit via a quick link on your phone's home screen. Follow these simple steps below to add myMedOne to your home screen:

Apple iPhone

- In Safari, visit **my.medone-rx.com** or scan the QR code above.
- Tap the **SHARE** option on the menu bar.
- Scroll down and choose **ADD TO HOME SCREEN.**

Android Phone

- In Google Chrome, visit **my.medone-rx.com** or scan the QR code above.
- Tap the menu icon located in the upper right corner.
- Scroll down and choose **ADD TO HOME SCREEN,** then tap **ADD.**

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Key Features

MyMedOne has several features designed to help members understand their prescription benefit. Below is a brief summary of the key features available to you as a MedOne member.

Home & My Progress

Upon entering the myMedOne Member Portal, members are met with an active overview of their plan that includes progress trackers toward deductibles and out-of-pocket maximums. Members are invited to explore the **MY PLAN OVERVIEW** section to review payment structures, plan features, and additional fill information including the cost, prescriber, and location of previously filled prescriptions.

My Recent Rx Fills

Members have the option to review their recent medication fills and fill history. Each prescription listed can be expanded to view additional details including costs for the member and plan, prescription details, prescriber information, and the filling pharmacy.

My Savings Opportunities

My Savings Opportunities, highlighted throughout the portal in yellow, helps members save on their prescriptions by recommending other local pharmacies that offer their medication at more affordable costs.

Drug Coverage & Cost Search

The **DRUG COVERAGE & COST SEARCH** feature is an interactive tool that allows you to access pricing for any medication(s) you have been or may be prescribed. This allows you to actively compare drug prices, based on zip code, helping you to identify the most cost-efficient pharmacies in your area while reviewing a snapshot of the coverage information for that medication.

Prior Authorizations

The **MY PRIOR AUTHORIZATIONS** feature equips members with access to both current and historical prior authorization records and the ability to track progress. Expand the medication section by clicking the down arrow to reveal more details. Here, members can view the decision, relevant dates, and more.

My ID Card

Members can conveniently access their pharmacy ID card at any time under their **PROFILE**.

My Mail Order

MyMedOne makes enrolling in mail order easy! Use the main navigation menu in the top right corner to select **MAIL ORDER**. If you are new to mail order services, select **ENROLL** next to the name of the family member you wish to enroll and answer the following prompts.

Once enrollment is complete, a valid prescription must be on file in order to being filling your prescription via mail order. Visit the **CURRENT PRESCRIPTION ORDERS & REFILL REQUESTS AT MPS** tab to request which medications you'd like filled via mail order. For questions specific to mail order or for assistance, please call **877-896-0919**.

Contact, Meet MedOne, & Resources

As always, our team is here to help! In the portal, you will find the resources and forms you may need, as well as contact information for our support teams. You are able to connect with our member advocate team for general support with anything you may need. Want to learn more about us? Click or tap **MEET MEDONE**!

Notifications

You can choose how you'd like to receive myMedOne notifications by going to **NOTIFICATIONS** section under **PROFILE** in the main portal menu, and selecting **NOTIFICATION PREFERENCES** at the top. Provide your contact information, and select whether you'd prefer text messages, emails, or both.

Questions?

Our Member Advocate Team can also assist with any questions you may have. Call **866-335-9057** or check out our LIVE chat feature on our website at **www.medone-rx.com**.

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