

medone

**YOUR BENEFITS.**

*Your Way.*



**GreenState**  
CREDIT UNION

WE'RE SO GLAD YOU'RE HERE!

# Welcome to MedOne!

We look forward to serving you! Outlined here are the key topics you need to know about your pharmacy benefit plan with MedOne:

- Present your new ID card to your pharmacy on or after your plan's go-live to avoid processing issues
- Contact the MedOne Member Advocate Team for assistance at 866-335-9057
- 90-Day Retro Review Period for medications that require Prior Authorization/Step Therapy
- Specialty Medications will require Prior Authorization
- Continue using your current retail pharmacies
- Letters will be sent to any members who will need to switch pharmacies (Specialty or Mail Order)



## MYMEDONE MEMBER PORTAL

# Elevated Member Experience

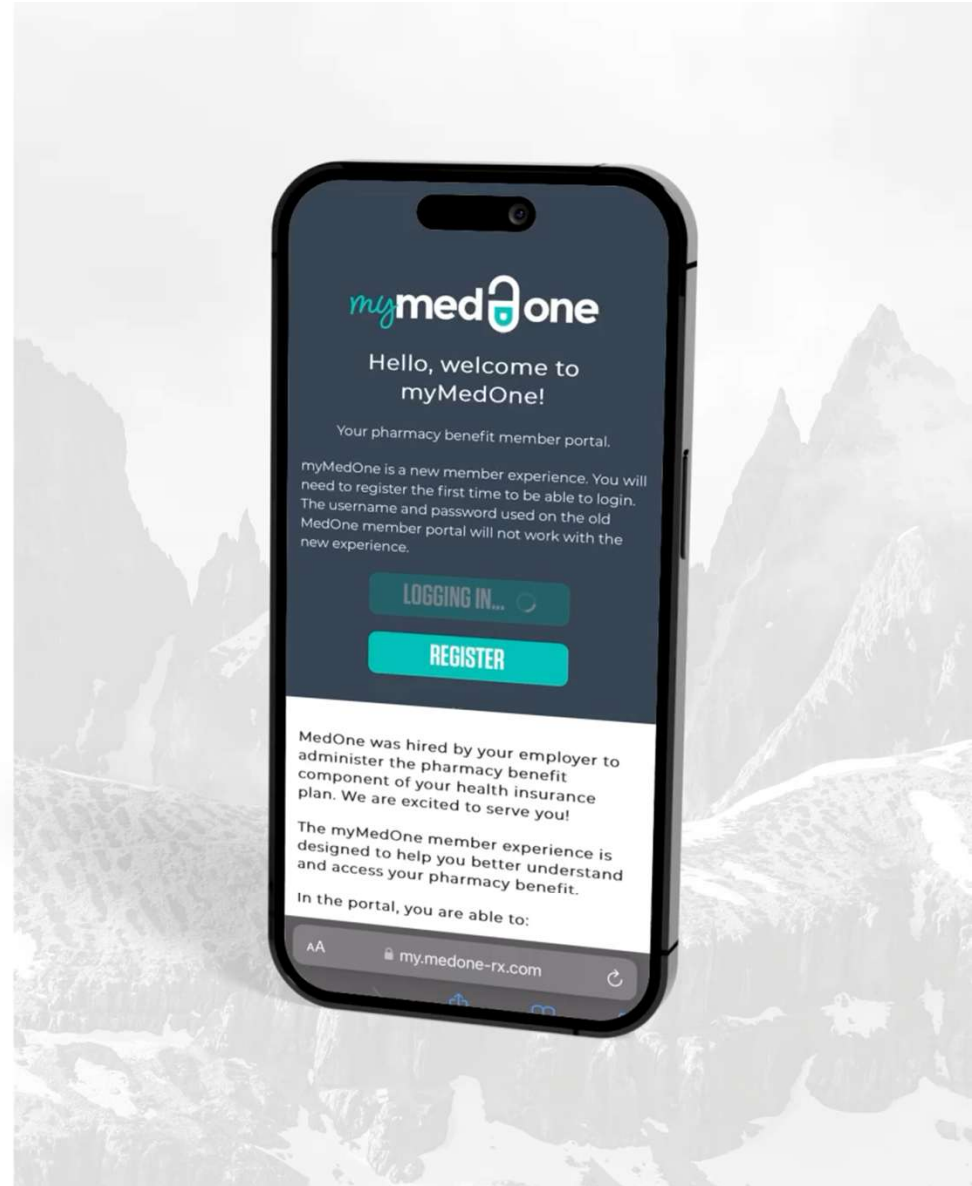
Empowering members to take control of their prescription benefit

- Modern, mobile-first design optimized for any device
- Created and updated exclusively by the MedOne Team
- One place to look up:
  - Check Drug Pricing
  - Review Plan Details & Coverage Parameters
  - Progress Toward DED/OOPM
  - Check Prior Authorization Status
  - Review Savings Opportunities
  - See Fill History
  - Access Digital ID Card



Visit myMedOne

SCAN HERE



## WHAT'S CHANGING?

# NEW! Pharmacy ID card?

- MedOne will mail new pharmacy ID cards to members
- Give your new ID card to your pharmacy on or after your plan's go-live date to avoid processing issues
- If you need an extra/replacement ID card, please request one via myMedOne

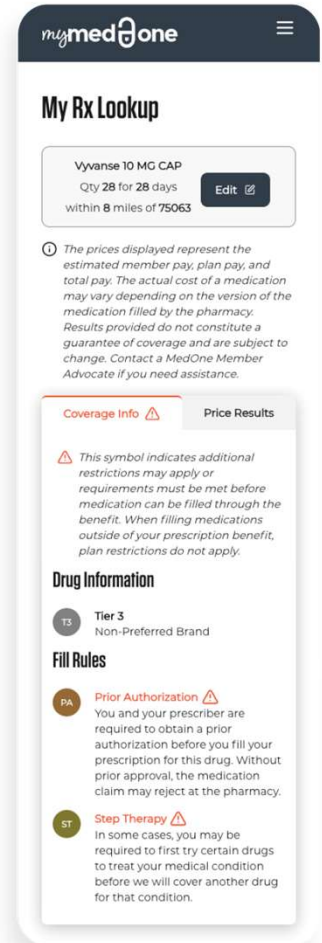
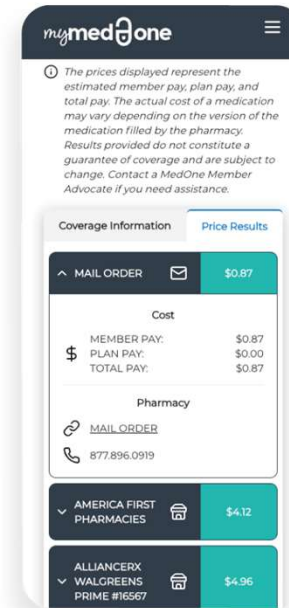


# Where Prescriptions Are Filled *Matters*

MedOne members have full visibility into prescription prices MyMedOne offers members real-time pricing samples from pharmacies in their area.

Medication (28 for 7-Day Supply)	Pharmacy	Total Drug Cost
Metoprolol Tartrate 50mg (30 for 30 days supply)	CVS	\$17.72
	Walmart	\$12.58
	Walgreens	\$9.62
	MidTown Pharmacy	\$3.17
	Aurora Pharmacy	\$2.15
	Mark Cuban Cost Plus Drugs	\$1.45

Pricing example in Milwaukee, WI



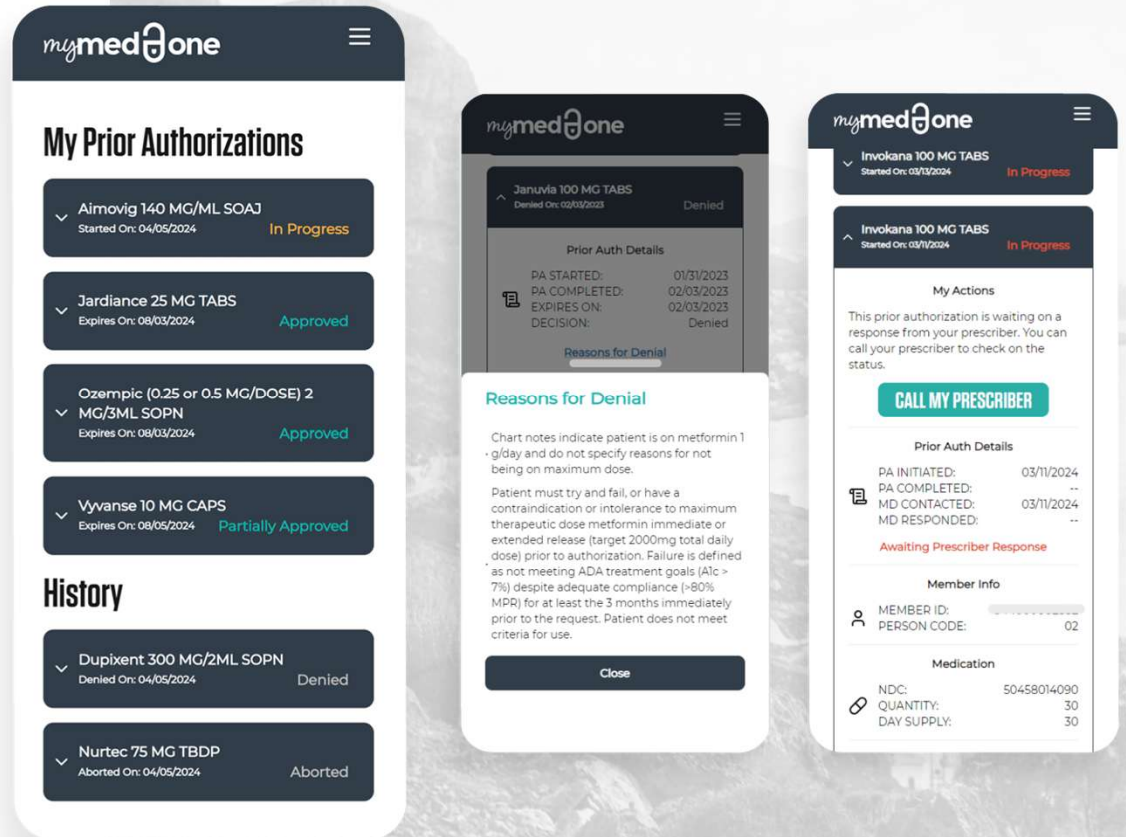
# My Prior Authorizations

## Features

- Displays status of current, in progress, and past prior authorizations
- Displays latest updates for a prior authorization and is updated as status changes throughout the day
- Actions give members control of their prior authorization
- Clear explanation for reasons of denial and next steps for members



Visit myMedOne  
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# The "Appless" App

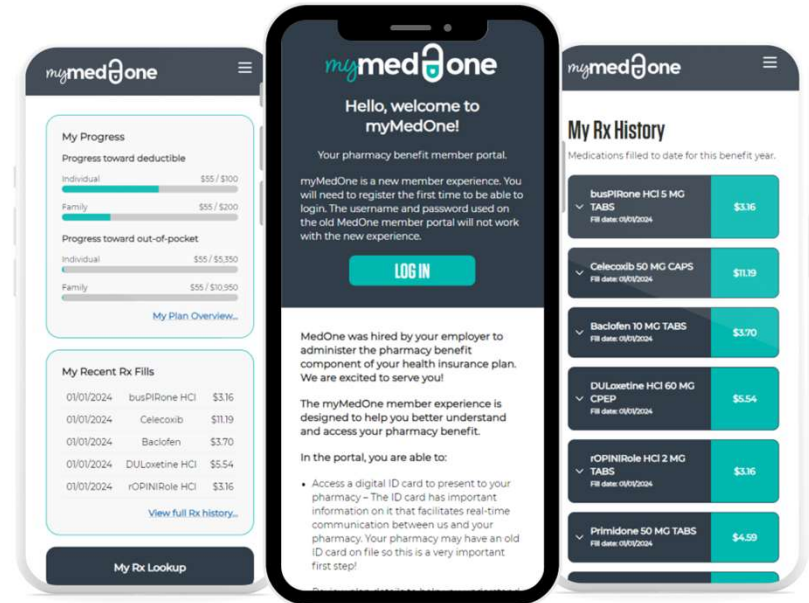
It is in our future plans to develop a myMedOne app for direct download to a member's phone. In the meantime, we offer a convenient workaround to add and view their prescription benefit via a quick link on their phone's home screen. Follow these simple steps below to add myMedOne to a home screen:

## Apple iPhone

- In Safari, visit [www.my.medone-rx.com](http://www.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 [www.my.medone-rx.com](http://www.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.



## CONVENIENT & COST-EFFECTIVE

# Mail Order Services & Partners

Mail order services are a win-win. They offer proven cost savings for clients while providing members with the most convenient access to their prescriptions.

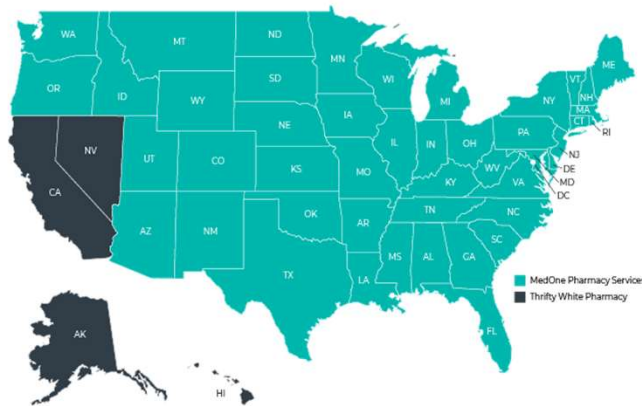
### Member Perks:

- Convenience of your medication shipping right to your door
- Lower out-of-pocket costs for most benefit plans
- No lines, hours of operation, impulse purchases, or other retail pharmacy hoops or distractions
- Most mail order pharmacies offer auto-refill programs ensure you never run out of your medication

### MedOne Pharmacy Services & Thrifty White Pharmacy

Mail order services are primarily offered through the joint partnership with MedOne Pharmacy Services and Thrifty White Pharmacy.

When you enroll in mail order with MedOne, the state in which you reside will dictate which of these two pharmacies provides mail order services for you.



## Mail Order Providers



## International Sourcing



### CANARX

This is MedOne's preferred international sourcing vendor, providing access to BRAND medications from Tier One countries at much lower costs to MedOne clients and members.



### RxManage

This is MedOne's preferred international sourcing vendor, providing access to SPECIALTY medications from Tier One countries at much lower costs to MedOne clients and members.

WITH MedOne PHARMACY SERVICES

# Mail Order Services

By enrolling in the MedOne Mail Order program, members receive their prescriptions delivered right to their door, right on time.

## Enrollment

Members must enroll in mail order through myMedOne before mail order medication delivery service can begin

- From the main menu, select MAIL ORDER and then click ENROLL next to the name of the person you wish to enroll
- Complete the required fields in the following sections providing information on preferences, allergies, payment method, and more
- To transfer prescriptions, select TRANSFER MEDICATIONS and choose the medication(s) you'd like to have filled

## Pharmacy Refill & Contact Information

Request refills through the myMedOne Member Portal

- Select MAIL ORDER on the home screen and locate the SHIPPED PAST ORDERS option, expanding the prescription you would like refilled.
- Select REQUEST A REFILL and SUBMIT REFILL REQUEST.

Download the “RxLocal” mobile app and request refills, send secure messaging, and manage profile electronically

- Mobile app available on Apple and Android devices in both the App Store and Google Play Store



**Phone:** 877-896-0919

**Fax:** 563-588-0173

**Web:** medone-rx.com

**App:** RxLocal

HERE FOR YOU!

## Member Advocate Team

Our Member Advocate Team consists of certified pharmacy technicians, based here in the United States, who are equipped to assist you with any questions you may have.

### By Phone:

Please call **866-335-9057** and our Member Advocate team is more than happy to assist you.

### By Fax:

If you need to fax paperwork to MedOne, please do so using **563-588-8725**. Please send all prior authorizations to **563-293-8156**.

### By Chat:

Check out our LIVE chat feature on our website at [www.medone-rx.com](http://www.medone-rx.com).

### By Mail:

MedOne's home office is located at:  
1590 University Avenue  
Dubuque, IA 52001

### MA Hours of Operation

- Monday: 7 AM – 7 PM CST
- Tuesday: 7 AM – 7 PM CST
- Wednesday: 7 AM – 7 PM CST
- Thursday: 7 AM – 7 PM CST
- Friday: 7 AM – 7 PM CST
- Saturday: 9 AM – 2:30 PM CST
- Sunday: Emergency Coverage

CHAT WITH A MEMBER ADVOCATE

ENTER YOUR INFORMATION AND CLICK START CHAT

Member ID (found on your insurance card)

First name \*

Last name \*

DOB \*

Message \*

WOULD YOU LIKE TO CHAT WITH A MEMBER ADVOCATE?

Click the button below for our secure chat!

Chat with us

A black and white photograph of two hikers, a man and a woman, walking away from the camera on a dirt trail. They are both wearing backpacks and using trekking poles. The man is on the left, wearing a jacket and glasses, and the woman is on the right, wearing a plaid shirt. The background is a dense forest of trees.

**Cheers to Flipping the**  
*Script* **Together**

Thank you!

**med****one**  
Pharmacy  
Benefit  
Solutions