MaxorPlus™ Member Portal

# User Guide

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Welcome to the MaxorPlus™ Member Portal!

The Member Portal is where you manage your pharmacy benefits, such as **refilling a prescription, locating an in-network pharmacy, and looking up the estimated cost of a drug**. Our goal is to make your experience as easy as possible, and we are constantly working to add more features or improve existing features so that you can have all that you need for your managing your benefits at your fingertips.

This guide contains instructions on how to perform key benefit management activities and more and is organized by screen tiles so you can quickly find the information you need:

1. Update your account information
2. Refill your prescriptions
3. View your prior authorizations
4. View your deductible and out of pocket accumulators
5. Sign up for home delivery
6. View your prescription history
7. Manage your dependents
8. Locate pharmacy and price drugs
9. View your plan information
10. Read FAQs
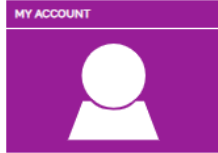11. Initiate a chat conversation
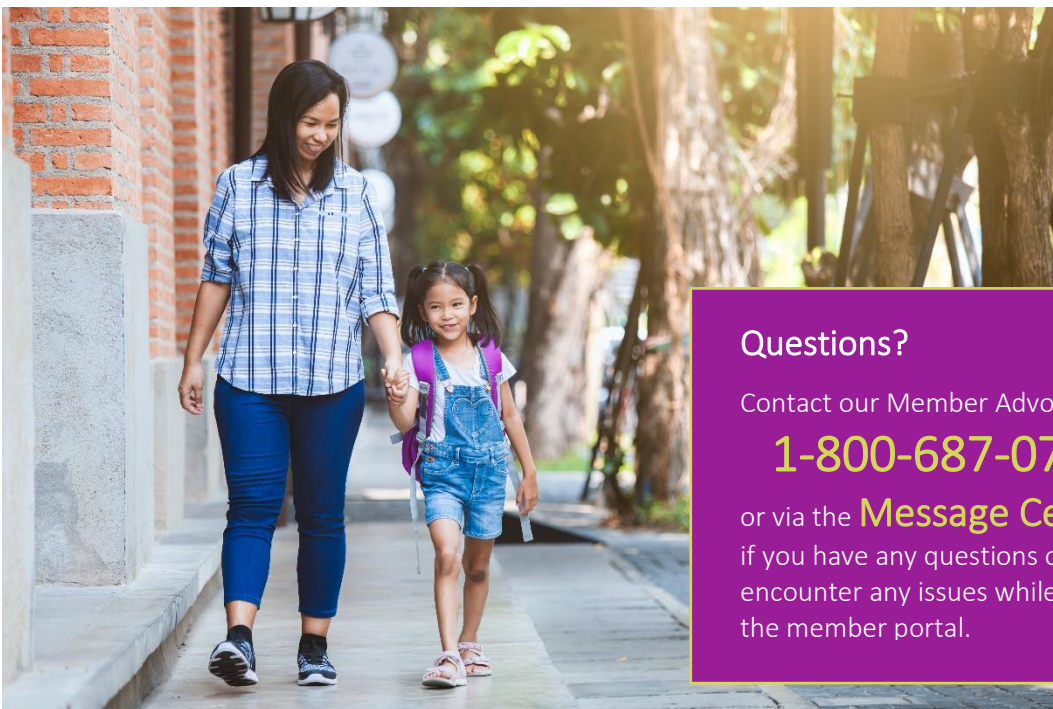
Questions?

Contact our Member Advocates at

1-800-687-0707

or via the **Message Center** if you have any questions or encounter any issues while using the member portal.
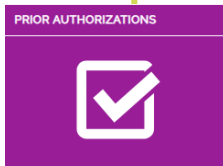
The Member Portal At-a-Glance

My Account
Change your password, manage your notification settings, and manage your home delivery information.
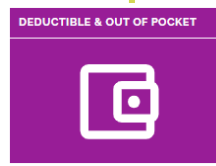
Maxor Pharmacy Refills
Manage your home delivery prescriptions, including refilling a prescription for yourself or a dependent.

Prior Authorization
View your prior authorization activity.

Deductible & Out of Pocket
View your deductible and maximum out of pocket totals and limits.
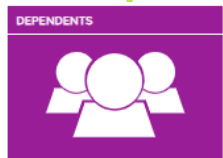
Sign-Up for Home Delivery
Sign up for home delivery services for your maintenance medications.

Prescription History
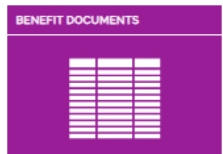View and print prescription activity.

Dependents
Add and manage your dependents.

Price Drug & Find Pharmacy
Search for your medication, view estimated cost, or find pharmacies.

Benefit Documents
View your plan information such as formulary and more.

FAQ
Find answers to commonly asked member portal and home delivery questions.

Create Your Portal Account

You must create an account when you go to the member portal for the first time. The creation of your portal account can only be done after your active date. You will need your member ID card to complete registration.

1. Go to *members.maxorplus.com*.
2. Click **Create Account**.
3. Fill out all the fields on the *Create Account – Personal Information* form.
4. Accept the Online Terms and Agreement.
5. Complete CAPTCHA security confirmation.
6. Click **Continue**.
7. Complete the fields on the *Create Account – Link My Patient Profile* form.
   This links your account to your benefit plan and information.
8. Click **Link to Patient**.
   Use your new username and password to login to your account.

Log Into Your Account

Email Address

[Email Address] Go

Create Account   **I Forgot My Password**

*If you are a new user please click the Create Account button.

Link My Patient Profile

Please Fill Out The Following Form

This tool requires your date of birth and card information (not your spouse or children).

Your First Name

Your RX Group #

Your Member ID

Your Date of Birth (MM/DD/YYYY)

mm/dd/yyyy

Please enter your Date of Birth in this format (mm/dd/yyyy).

Link To Patient

Create Account   X
Personal Information

First Name

Last Name

State of Residence
Pick a state

E-mail Address

Confirm E-mail Address

Security Information

Password

Please enter your desired password. Must be at least 8 characters long and include 3 of the following requirements:
✗ One lowercase letter   ✗ One uppercase letter
✗ One number   ✗ One special character(#,$,%,&,+)

Confirm Password

Security Question
Choose a security question

Answer

Terms and Conditions

Please read the Maxor Terms of Use and Privacy Statement below.
If you agree to these terms, you can create your account by clicking the "Continue" button.

Website Terms and Conditions of Use

Update Your Account Information

Update your account information, including your password, home delivery address and payment information, and notifications. Simply click the corresponding link in the left navigation bar to view and edit your current selections.

Change Password
Change your password and security questions here. Passwords must be 8 characters long with 3 of the following: 1 lower case letter, 1 uppercase letter, 1 number, or 1 special character (#,$,%,&,+).

Manage Notifications
Select your preferred contact method for prescription and MaxorPlus notifications: Text, Email, Voice Message, Do Not Contact. **Note:** We will contact you even if you select *Do Not Contact* if there is a problem with filling or shipping your prescription.

Personal Info
Update address and contact information for your home delivery prescriptions here. This field becomes active once you add a credit card/method of payment to your home delivery account.

Change Credit Card
Enter home delivery payment information here.

Account Services

Change Password

Communications

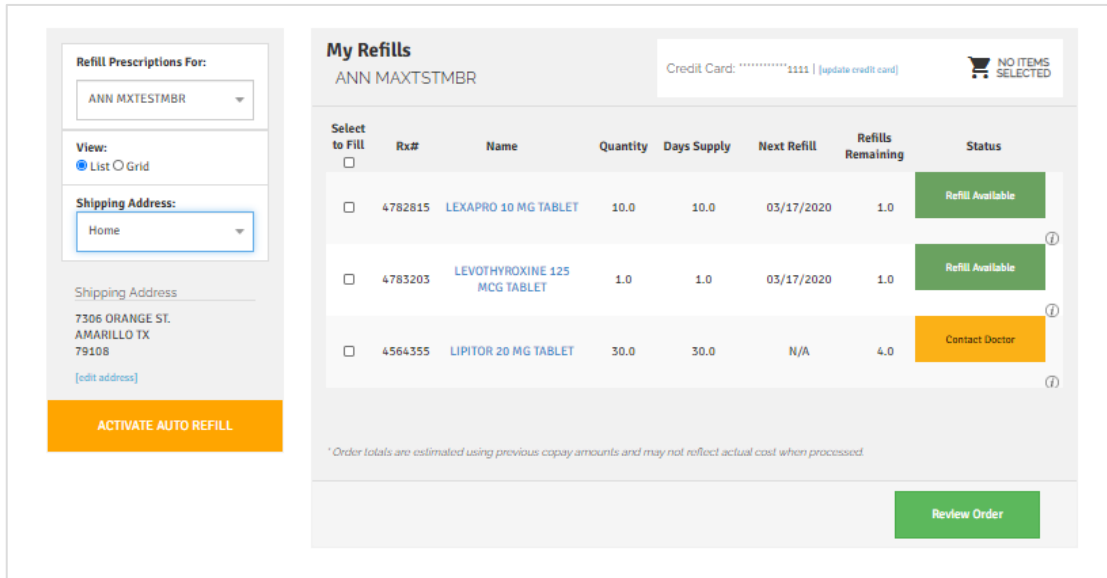Manage Notifications

**Mail Order Information**

Personal Info

Change Credit Card

This page's contents vary based on your plan provider.

Refill Your Prescriptions

You can refill your or your dependent's home delivery prescriptions on the Maxor Pharmacy Refills page.

1. Select the prescription holder from the Refill Prescription For: field. **Note:** If you do not have any linked dependents, this field will automatically populate with your name, and you can skip this step.
2. Select the shipping address for your prescription.
3. The address opens below. If you see any errors, click the Edit Address link to make your corrections.
4. Select the prescription(s) you wish to refill. **Note:** The status column indicates if you have refills available, or if MaxorPlus will need to contact your Provider before refilling your prescription.
5. Click **Review Order.**
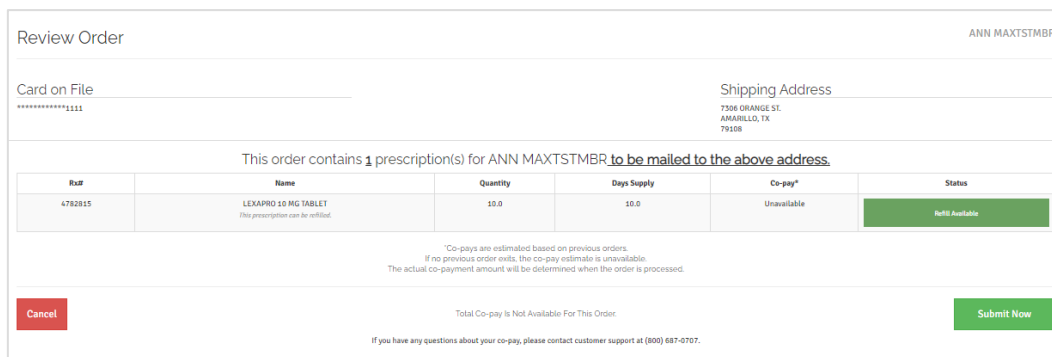
6. Review your prescription request and information on the Review Order screen.
7. If all the information is correct, click **Submit Now**.
8. You will get an order success message once the system processes your order.

View your Prior Authorizations

View prior authorization status activity for yourself and your dependents, including approval timeframes.

Deductible & Out of Pocket

View your individual and family deductible and maximum out of pocket totals and limits.

Maxor⁺ MEMBER PORTAL

← BACK TO FEATURES   Log Out

Deductible & Out of Pocket

Member	Type	Amount to Deductible	Maximum Deductible	Amount to Out of Pocket	Maximum Out of Pocket
MXRDEMO MAXTSTMBR	INDIVIDUAL	$ 0.00	$ 100.00	$ 0.00	$ 500.00
	FAMILY	$ -	$ -	$ -	$ -

Accumulator amounts listed are based on the most recent information we have at the time of display. Individual accumulator amounts shown apply to the member that is logged in. Copayment assistance and other third-party payments are not included in the calculation of your deductible and out-of-pocket maximum. For more information on your accumulators, please refer to your benefit plan documentation.
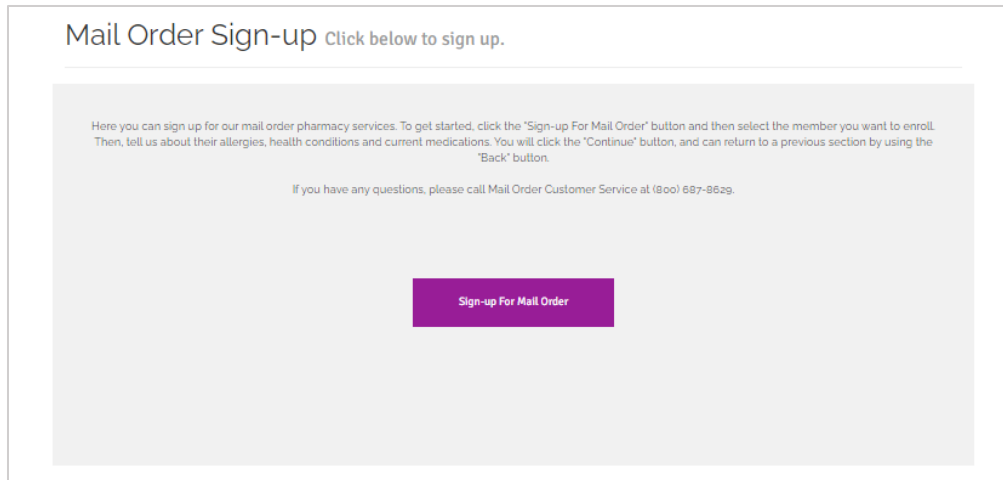
MaxorPlus Home ⬈   Contact Us ⬈

Sign up for Home Delivery

Complete the Sign Up form to begin receiving home delivery medications from MaxorPlus.

The Sign-up process will take you through several screens: Health Profile, Payment Method, Demographic Information, and Important Information. Once you complete these steps, your home delivery account is activated. Home Delivery Accounts can only be created after your effective date.

1. Click **Sign up for Home Delivery**.

The Health Profile form opens.

2. Select any allergies or chronic conditions that you may have.
3. Click **Continue**.
   The Payment Method form opens.

4. Select to pay by Credit Card or Check/Money Order.
5. If you select **Check/Money Order**, click Continue to proceed to the next step. Note: your prescription will not be shipped until MXP Pharmacy receives your payment.
6. If you select **Credit Card**, enter your payment information, and click **Continue**.
   The Demographic Information form opens.

7. Enter your phone number and shipping address.
8. Click **Continue**.
   The Important Information form opens.

Activate Mail Order Account

Important Information

The submission of this form, for you or any of your dependents, authorizes the release of all information to the Plan Sponsor, Administrator, or Underwriter, and authorizes Maxor to fill prescriptions with generic equivalents when available and permissable by law, in accordance with your benefit plan requirements. If you request a brand name drug when your doctor permits generic substitution, you may be responsible for paying the difference in cost between the brand name drug and the generic equivalent in addition to your co-payment. Refer to your plan benefit information for more details or contact customer service at (800) 687-8629.

Reminder: You will always be charged the mail order co-payment when you send or transfer a prescription to Maxor Mail Order. To maximize your savings, ask your doctor for a 90 day supply with refills up to one year. Please submit refill requests 14 days before your medication runs out. When paying by check or money order, please send the appropriate co-payment to avoid delays processing your request.

Written information about your prescriptions will be provided to you. Please read the information before taking any prescriptions. If you have questions, a pharmacist is available during normal business hours.

Complaints against the practice of the pharmacy may be filed with the: Texas State Board of Pharmacy William P. Hobby Building, Suite 3-600 333 Guadalupe, Box 21 Austin, Texas 78701-3942 • (512) 305-8000 To receive a complaint form, call (800) 821-3205 or (512) 305-8080 if in Austin. (recorded information only) www.tsbp.state.tx.us

La información escrita sobre sus medicamentos recetados será proporcionado a usted. Por favor, lea la información antes de tomar cualquier prescripción. Si tiene alguna pregunta, un farmacéutico está disponible durante horas normales de oficina.

Quejas contra la practica de la farmacia pueden ser reportadas al: Concilio de Farmacia Del Estado De Tejas William P. Hobby Building, Suite 3-600 333 Guadalupe, Box 21 Austin, Texas 78701-3942 • (512) 305-8000 Para recibir una forma de queja llame: (800) 821-3205 o (512) 305-8080 if in Austin. (informacion grabada solamente) www.tsbp.state.tx.us

Activation of mail order account can take up to two business days. Users cannot process refills until this account activation is complete.

I understand: ☐

Back   Finish

9. Please review all information, and click **I understand** in the terms section.
10. Click **Finish** to activate your home delivery account.

View Your Prescription History

Run a report on all your prescriptions, or your dependents' prescriptions, for specified date ranges. You can export the report to PDF to easily print and use an EOB.

- Your *Year to Date* history will automatically load when you open the page.
- Click the **Print** icon to generate a printable PDF.

Manage Your Dependents

Access dependent information and manage their prescriptions. You can add multiple dependents to your account, and permissions are determined by your state of residence's age of consent.

1. Click **Add a Dependent**.
2. Enter the dependent's information in the Add Dependent form.
3. Click **Link to Patient**.
   If the dependent is under the age of consent, *they are automatically linked to your account.*
   If the dependent is over the age of content, they must create an account and grant you access to their information.

   You will receive an email when a dependent grants you access to their account.

Add Dependent ✕

Please Fill Out The Following Form

Any patient over the age of consent that is added using this form must have an account and grant you access before you can manage their account.

First Name

Group #

Member ID

Date of Birth

mm/dd/yyyy

Link To Patient

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MEMBER PORTAL

My Dependents ⓘ
These are plan members I can do things for.

Name	Born	Status	
SEBASTIAN MAXTSTMBR	2011	Allowed For Minor Authorized Until: 03-14-2029	ⓘ

Add a Dependent

Other Users ⓘ
These are permissions I can grant other users.

ⓘ
You currently have no other users linked to your account.

Other users can have access and perform actions that you grant them.

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Locate a Pharmacy and Price Drugs

Price your prescriptions and locate pharmacies in a single search or separate searches. When you search for a medication, its common uses will be displayed at the top of the page if available.

Price a Medication

1. Enter the drug name you'd like to price in the Drug Name field.
2. Select the correct dosage from the drop down.
3. Enter the Quantity and Days Supply in the corresponding fields.
4. Enter the pharmacy name, city and state, or zip code.
5. Select the distance radius you'd like to search.
6. Click **Search**.
7. Select the radio button beside your desired pharmacy, and click **Price It**.
8. The Generic and Brand prices are displayed, including plan amount and total cost of medication.
   Note: Brand is only displayed if you enter a brand name drug.
9. Click **Find Another Drug** to price a new medication.

Find a Pharmacy

1. Enter the pharmacy name, city and state, or zip code.
2. Select the distance radius you'd like to search.
3. Click **Search**.
4. Click **Search Again** to refine your search parameters or find a different pharmacy.

Pharmacy Name	Address	Distance	Phone #	Price It?
MARTIN TIPTON PHARMACY LLC	1501 S TYLER ST AMARILLO, TX 79101	0.8 miles	(806) 373-2812	
WALGREENS #5611	801 NORTH FILLMORE ST AMARILLO, TX 79107	0.9 miles	(806) 371-8116	
CVS PHARMACY #07765	317 E AMARILLO BLVD AMARILLO, TX 79107	0.9 miles	(806) 374-0581	
JO WYATT COMMUNITY PHARMACY	1411 AMARILLO BLVD E AMARILLO, TX 79107	1.4 miles	(806) 351-7240	
CVS PHARMACY	2012 SOUTH WASHINGTON STREET AMARILLO, TX 79109	1.4 miles	(806) 379-6191	
UNITED SUPERMARKETS PHARMACY	1501 E AMARILLO BLVD AMARILLO, TX 79107	1.5 miles	(806) 373-7057	
SAMS CLUB PHARMACY	2201 ROSS-OSAGE DR AMARILLO, TX 79103	1.8 miles	(806) 374-0622	
OMNICARE	2770 DUNIVEN CIRCLE AMARILLO, TX 79109	2.3 miles	(806) 352-1175	
WALGREENS	2601 S GEORGIA AMARILLO, TX 79109	2.4 miles	(806) 468-8616	
MARKET STREET PHARMACY #526	2530 S GEORGIA AMARILLO, TX 79109	2.4 miles	(806) 468-9911	

Location: 320 S Polk St, Suite 200 Amarillo, TX 79101 *Radius: 5 miles*

< 1 2 3 4 5 >
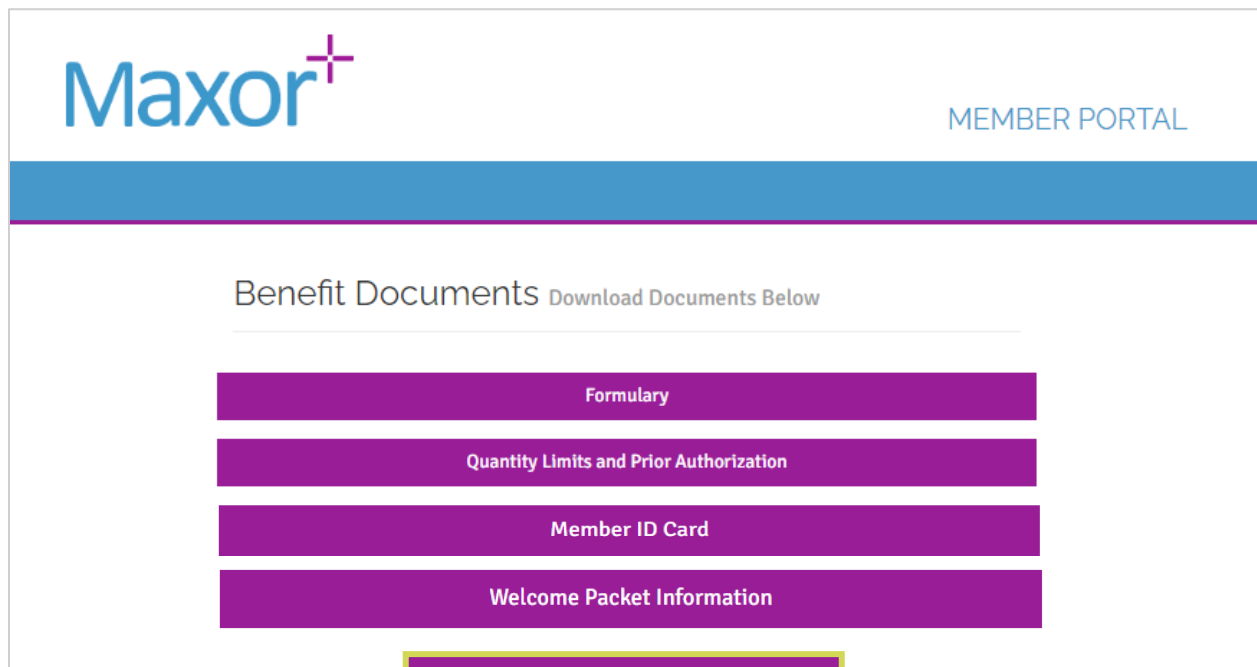
The copayments listed are based on your benefit plan policy. Note: In certain instances, copayments may differ if you take a brand drug when a generic equivalent drug is available. Refer to your benefit plan documentation for more information.

View Your Plan Information

Locate specific program details here such as formulary, specialty drug list, member ID card, welcome packet, and more.

If MaxorPlus produces your member ID card or welcome packet you will have the ability to download or print this document, if issued within the last 24 months.

Read FAQs

Go to the FAQs page to find answers for common questions related to home delivery and the member portal.

Maxor⁺ MEMBER PORTAL

Frequently Asked Questions:

320 S. POLK STREET, SUITE 200, AMARILLO, TEXAS 79101

Welcome to MaxorPlus and MXP Pharmacy!

Below are frequently asked questions and answers about our Mail Order Program.

How do I pay for my prescriptions?

- Contact MXP Pharmacy Member Services at 800-687-8629 to add or update your credit card information.
- If you are mailing in your prescriptions, you can send a check, money order, or credit/debit card information along with your MAIL ORDER FORM. Orders cannot be processed without payment.
- Contact MXP Pharmacy Member Services at 800-687-8629 to add or update your credit card information.

Please note that orders cannot be processed without payment.

How will my prescription order be mailed to me?

- Your medications are generally delivered via first-class mail by the US Postal Service.
- We offer expedited shipping through UPS or FedEx for an additional fee. Please note that UPS or FedEx requires a physical address and will not deliver to PO Boxes.
- Refrigerated medications, such as insulin, are shipped UPS or FedEx overnight at no additional cost to you.

How long does it take to receive my prescriptions?

- You should receive your medication within five business days from the time MXP Pharmacy receives and processes your prescription. Note: It may take longer to receive your order if a prescription requires intervention (i.e. prior authorization).

What happens if my prescription requires a prior authorization?

- If your prescription claim rejects at MXP Pharmacy due to a prior authorization, we will obtain the necessary information to process the request and reach out to you if needed.
- Typically, this process takes 24-48 hours, depending on how quickly the required information is obtained from your physician.
- If you have any questions regarding the status of a prior authorization request, please call MaxorPlus Member Services at 800-687-0707.

What happens when my prescription is out of refills?

- When your prescription has no refills remaining, we will contact the prescribing doctor for a new prescription.
- If you have changed physicians since you last filled your prescription, please contact your physician to request a new prescription.

May I fax or email new prescriptions?

- Only your doctor can fax, electronically submit, or call in new prescriptions.

How do I refill my prescriptions?

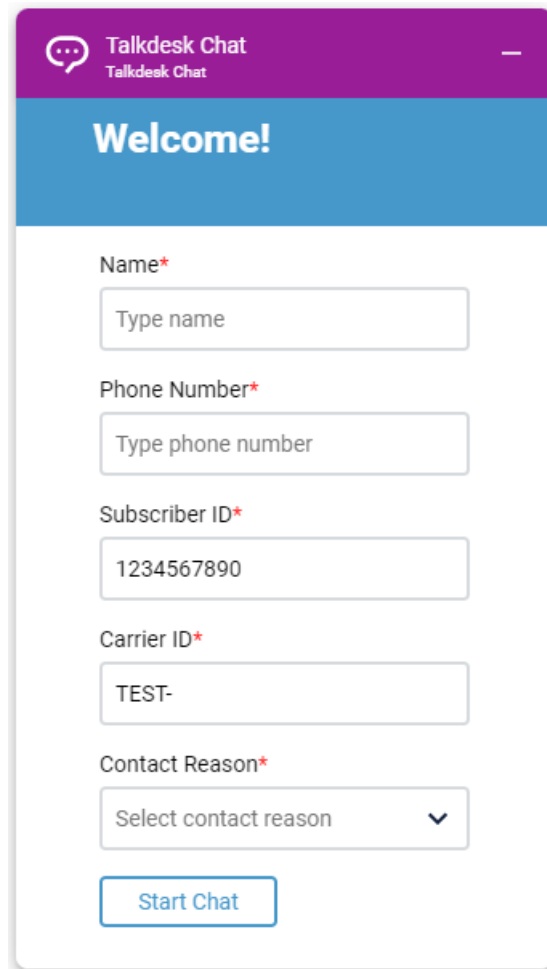There are several options available for ordering refills:

- If your plan utilizes Maxor Pharmacies, click the My Maxor Refills Tile. Select your shipping address, prescriptions you want refilled, and click Review Order. Confirm your details, and click Submit Now.
- If your plan does not utilize Maxor Pharmacies, please contact your plan administrator for instructions and in network options.
- Members can call 800-687-8629 and follow the menu instructions to refill medications or to speak with a Member Advocate about refills.
- You may print a MAIL ORDER FORM from the MaxorPlus website and mail it to the pharmacy, along with your prescription and payment. Please include a check, money order, or fill out the credit/debit card section on the form. Our mailing address is: MXP Pharmacy, PO Box 32050, Amarillo, Texas 79120-2050.
- The earliest refill date is printed at the bottom of your prescription bottle.

Note: You may be asked for your prescription number when discussing refills. It is a number, beginning with a 92, found at the top left corner of your prescription bottle. The prescription number will remain the same until your refills run out.

Initiate a Chat Conversation

The MaxorPlus portal allows you to send private, HIPPA-compliant messages to MaxorPlus Member Advocates through a live chat conversation.

Your member ID and plan ID are prepopulated to allow a MaxorPlus Member Advocate to quickly locate your account.

Use the MaxorPlus™ App

Download the MaxorPlus™ Member app at the Google Play store or Apple App Store.

1. Search for MaxorPlus.
2. Click **Download** beside the MaxorPlus™ app.
3. Use the same login as you create on the web portal.
4. Or, you can create an account via the app.

Note: The Chat icon are currently unavailable in the app and only available in the Member Portal.