



It's Easy and Convenient to Order Your Medications with Illuminate Rx

Welcome to Illuminate Rx! Illuminate Rx and RxBenefits will be administering your pharmacy benefits plan. Our goal is to optimize your pharmacy benefits experience so you can make the most of your plan.

Let's get started!

You have access to two portals to help you access your plan information and manage your prescriptions. For either one, your journey begins by registering for the My RxBenefits member portal at <https://member.rxbenefits.com>. From there, you can access the Illuminate Rx member portal using single sign-on. Here's how you can get your prescriptions in a safe, easy, and convenient way:

1 Register for the My RxBenefits member portal:

The portal allows you to access important information, including prescription coverage, and check PA status and history anytime, anywhere. You can also download your ID card to use at the pharmacy and access the Illuminate Rx portal using single sign-on.

2 Find a pharmacy:

From the My RxBenefits member portal, you can connect directly to the Illuminate Rx member portal using single sign-on to find an in-network retail, mail order, or specialty pharmacy, search for a drug, review costs, or check for medication interactions.

3

Fill a prescription:

Retail Pharmacy:

- Have your doctor send your prescription to your chosen pharmacy.
- Present your Illuminate Rx ID card to the pharmacist when you pick up and pay for your medication.



Mail Order Pharmacy:

- Have a 90-day supply of medications delivered safely and conveniently to your home.
- If you have access to more than one mail-order pharmacy, you can also check availability and compare costs.
- Log into your mail order pharmacy online where you can add your address, insurance, and payment information.
- Have your doctor send your prescription to your chosen mail-order pharmacy and receive your medication at home within 10-14 days.

Make sure you have at least a **two-week supply** remaining before placing a new mail order to ensure you don't run out of your medication.

Mail Order Note:

For **specialty medications**, we recommend calling your chosen specialty mail-order pharmacy to review your medication, payment options, and any special handling and delivery needs.

We are here to help

If you have questions about your covered medications or prescription benefits or need support, please contact the RxBenefits Member Services team.

- **Chat with a live agent via the My RxBenefits member portal:**
Monday-Friday, 9:00 a.m. to 6:00 p.m. Central
- **Email:** CustomerCare@rxbenefits.com
- **Call:** 1-866-683-5224, Monday-Friday, 7:00 a.m. to 8:00 p.m. Central

