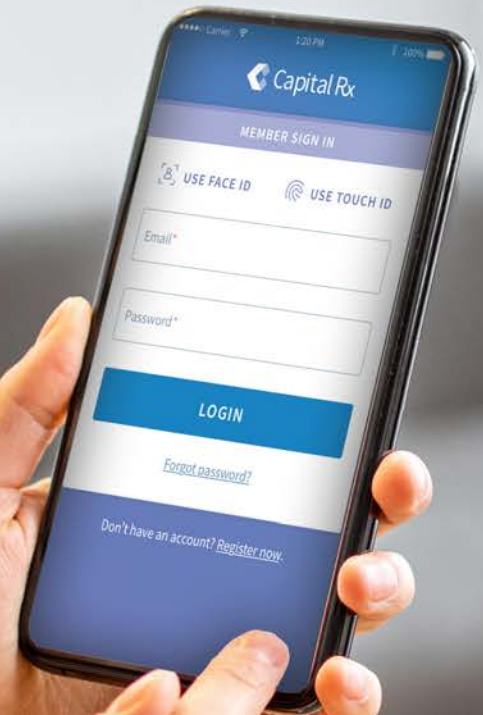


CAPITAL RX PHARMACY BENEFITS Mobile App Guide

JUNE 2021



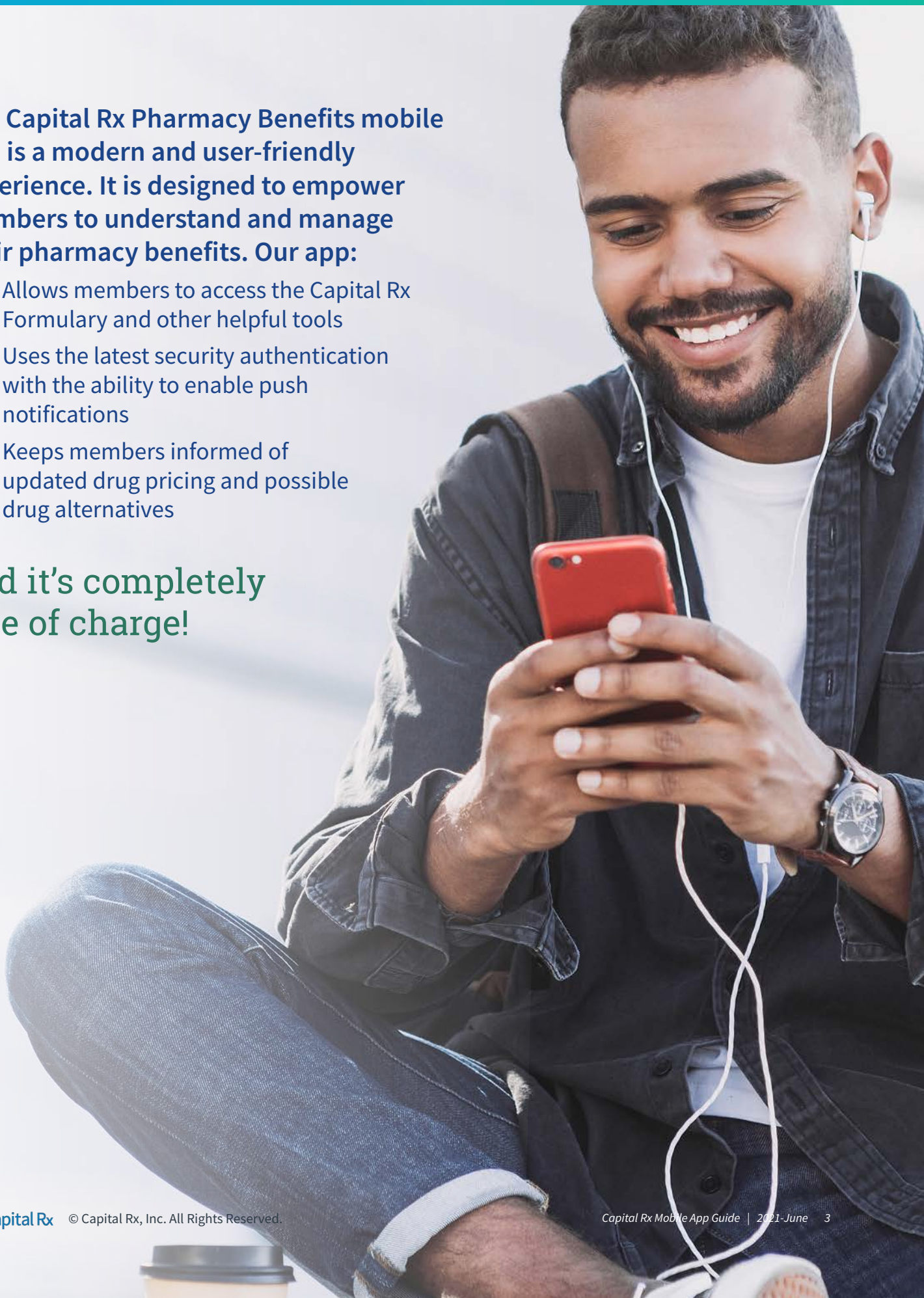
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The Capital Rx Pharmacy Benefits mobile app is a modern and user-friendly experience. It is designed to empower members to understand and manage their pharmacy benefits. Our app:

- Allows members to access the Capital Rx Formulary and other helpful tools
- Uses the latest security authentication with the ability to enable push notifications
- Keeps members informed of updated drug pricing and possible drug alternatives

and it's completely free of charge!



DOWNLOADING THE APP

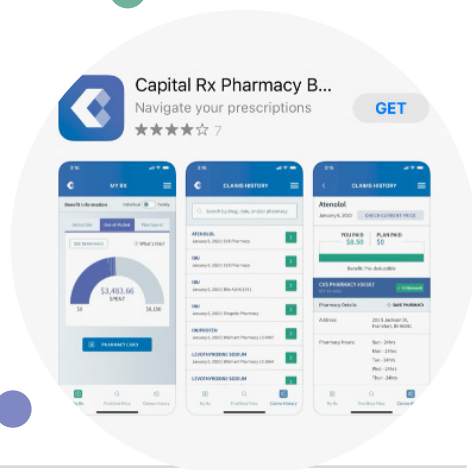
What type of phone do I need to download the Capital Rx Pharmacy Benefits mobile app?

- Use an iPhone smartphone to download the app from the App Store.
- Use an Android smartphone to download the app from Google Play.



How do I download the app with my iPhone?

1. Open the App Store on your iPhone.
2. Search Capital Rx Pharmacy Benefits in the App Store.
3. Click Install.
4. Click Open.



How do I download the app with my Android smartphone?

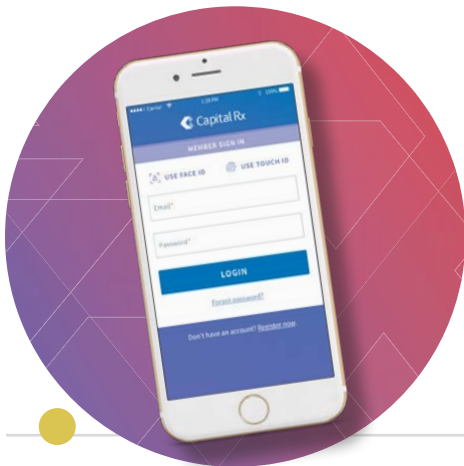
1. Open the Google Play Store on your Android device.
2. Search Capital Rx Pharmacy Benefits in the Google Play Store.
3. Click Install.
4. Click Open.

ACCOUNT REGISTRATION AND MANAGEMENT

How do I create an account using the app?

1. Scroll down and click on Create Account.
2. Fill in all required fields: First Name, Last Name, Date of Birth and Zip Code.
3. Choose either your Social Security Number or your Member ID and enter the information in the space provided. Click on the Validate button.
4. Once on the Create Account screen; enter your email address and your preferred password. Your password must be 8 characters long and include a number, special character, upper and lowercase letters.
5. Click on the Create Account button to finalize the process.
6. You will receive a verification email once you have finalized the setup.
7. Your setup is now complete. You will have to sign in again with your new login information.

Please note: Each member of the plan should have their own unique account.



Why should I create an account through the app?

Creating an account with Capital Rx provides on-demand access to your personal prescription information at your convenience. All information on our website, member portal, and mobile application is current and updated in real-time. With the mobile app you will be able to understand your benefits, find the lowest priced drugs, and locate a pharmacy near you.

How do I log in if I already have an account established?

1. Click on “I already have an account, sign in” at the bottom of the page located under Create Account.
2. Enter in your email and password.
3. Click Login.

I've changed my password on my portal account, does it update on the mobile app?

Yes, the mobile application and the member portal use the same account information.

How do I logout?

1. Open the side menu in the top right corner of your phone screen.
2. Click Logout.

How do I close or deactivate an account?

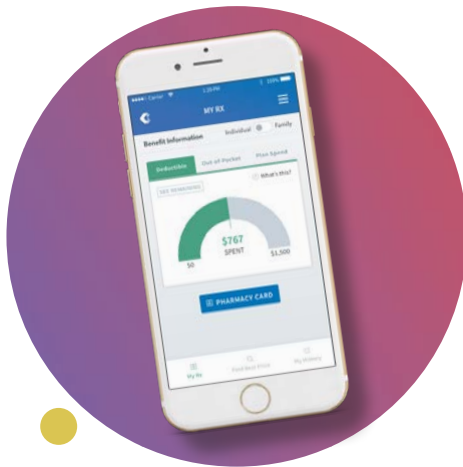
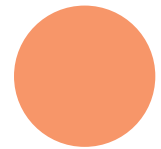
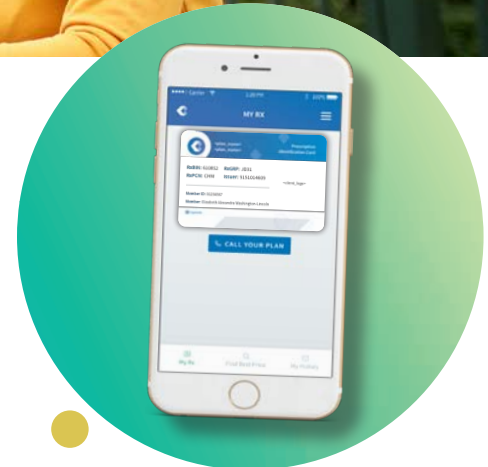
- In order to close or deactivate an account, please call Capital Rx's Customer Care and one of our agents will be happy to assist.
- You can find your dedicated, toll free number on the Customer Support page made accessible via the side menu in the top right corner.
- When clicking the Call Your Plan button, your phone will automatically connect you with Capital Rx's Customer Care Department.



FEATURES OF THE APP

How do I view my insurance card?

- A digital copy of your prescription ID card is located on the My Rx page which automatically loads when you login.
- Scroll down to the bottom of the page and click on the **Pharmacy Card** button. Your prescription ID card will open.
- Please contact your employer group for assistance in obtaining a Member ID Card if you are unable to locate your ID Card on our member portal.

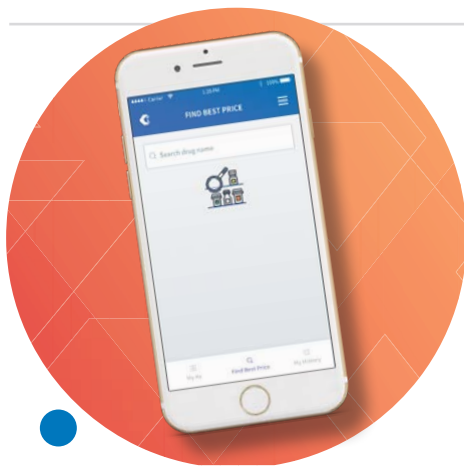


How do I view my deductible, out-of-pocket, and plan spend information?

- On the My Rx screen you can view your deductible, out-of-pocket, and plan spend information upon logging in.
- For each tab, you can view the amount spent in the plan year, along with the amount remaining if a maximum applies to the benefit.
- If applicable, you can toggle between individual and family plans.
- If you are the cardholder for the account, a list of dependents will be available when Family Plan is selected.
- The My Rx icon at the bottom of the screen is available to navigate back to this page from other areas in the mobile app.

What are the steps to view my claims history?

1. Click on the Claims History icon at the bottom of your screen to view a list of all claims submitted.
2. Select the claim in question.
3. From the claim information screen, you will be able to view the: Drug, Pharmacy Name, Pharmacy Network Status, Date of Service (DOS), Amount Paid (by the Member), Amount Paid (by the Plan).
4. You may search claims by date, pharmacy name, or drug name.
5. Claims for dependents 17 and under will also be made available on the Claims History Page.



How do I find the best price for a drug?

1. Click on the Find Best Price icon on the bottom of your screen.
2. Enter the name of the drug on the Search Drug Name field.
3. Enter your prescription information from the list of drop-down options: type, form, dosage, quantity, location.
4. Select Find Lowest Price to perform a search.
5. A list of all pharmacies closest to you will appear with the expected cost for the specified drug.

Please note: You can select Map to view results on a map instead of in a list.

6. Select your preferred pharmacy to view the member pay / plan pay breakdown, pharmacy contact information, and prescription information.

How do I search nearby pharmacies?

1. Open the side menu at the top right corner of your phone screen.
2. Select Nearby Pharmacies.
3. Search by city or zip code.
4. A list of pharmacies will appear.
5. Select a line item to view pharmacy specific information such as address, pharmacy hours, phone number, and services rendered.

What is a formulary and how do I obtain a list of medications covered under my plan?

A formulary is a list of prescription drugs that may be covered by your pharmacy benefit. These formulary lists may not reflect your specific coverage and could change over time. Please contact Capital Rx if you are unsure if your prescription will be covered or not.

1. Open the side menu at the top right corner of your phone screen.
2. Select Lookup Formulary.
3. There are multiple ways to search:
 - Both the brand (trade name) or the generic (chemical name) will work.
 - If you click Advanced Search Options, you can use the alphabetical list to search by the first letter of the medication or by selecting the therapeutic class of the medication you are looking for. Or you can search this list by selecting the therapeutic class of the medication you are looking for. The list of drugs covered by Capital Rx will appear listing its tier level, limits and restrictions.

Where can I find out more information and download forms regarding mail order delivery and specialty pharmacy enrollment?

1. Open the side menu in the top right corner of your phone screen.
2. Select Forms and Documents.
3. Here you will find information regarding mail order delivery, specialty pharmacy enrollment and will be able to download related forms where applicable.

CONTACT US

Please call Capital Rx's Customer Care and one of our agents will be happy to assist.

You can find your dedicated, toll free number on the Customer Support page made accessible via the side menu in the top right corner.

When clicking the Call Your Plan button, your phone will automatically connect you with Capital Rx's Customer Care Department.