

BeneCard PBF offers members the following web tools online at www.benecardpbf.com to help you get the most from your prescription benefit.

- **Creating Your Account**

Visit the BeneCard PBF homepage and click “Sign In,” then scroll down until you see the “Register Here” button. Click the button and follow the instructions to create your account. You’ll need your member ID card to complete this step. Dependents over the age of 18 will need to create their own accounts.

- **Managing Your Account**

Once signed in, you can manage your account by clicking on “My Account” and selecting the options that are right for you. Here you can manage personal health information, account and contact information, and information for dependents who are under the age of 18. You can also review payment history for mail order prescriptions obtained through Benecard Central Fill.

If you would like to manage notifications for refill reminders, mail order shipments, or clinical review status for your prescriptions, be sure to choose from the appropriate dropdown menus within the “My Account” section. Save your changes by clicking “submit” before leaving the page.

- **Benefit Coverage Details**

This tool allows you to view your pharmacy benefit coverage information, including copayments and exclusions.

- **Deductible and Cap Accumulations**

Here you can view your pharmacy claim deductible and cap information, including limits and current accumulation status.

- **Pharmacy Locator**

You can search for participating pharmacies within a certain distance from your location, or by entering a city, state, zip code, or pharmacy name.

- **Drug Pricing**

This feature allows you to view drug coverage and pricing information for specific medications. Simply enter the drug name, and the system will provide a list of drugs from which you can choose. Then enter the quantity and day supply (for example, 30 tablets for a 30-day supply). Finally, select the pharmacy or pharmacies you wish to check.

Drug prices can vary from one pharmacy to the next. The drug pricing tool will use the information you enter to display the prices at each of the pharmacies you’ve selected. The information will be broken down into your copayment, the amount your plan pays, and the total medication cost. Available generics or lower-cost alternatives are highlighted when applicable.

- **Drug Information Center**

This feature provides additional information about your drug regimen. You can search by brand or generic drug name to see its uses, dosage, warnings, and image. You also can look up medications and add them to the Pill Box to compare for drug interactions. In addition, the tool provides drug monographs for the selected medication, which the FDA uses to define acceptable ingredients, uses, doses, formulations, and labeling for drug products.

- **Mail Order**

If you use mail order for your prescriptions, you can use the member portal to order refills and track your prescription's status at your convenience. When place an order, the portal will provide an estimated ship date. If you have provided your email as part of your member portal account information and have opted-in to mail order notifications, you will receive an email once your prescription order ships. The email will include a shipment tracking number you can use to follow the progress of your package.

- **Claims History**

Here you can view your history of prescription claims, with information sorted by date range, drug, therapeutic category, quantity, day supply, copay, cost to the plan, pharmacy, and prescriber.

- **Clinical Review Status Updates**

A Clinical Review occurs when we need additional detail from your prescriber so our clinical pharmacists can check that your prescription claim meets your plan's coverage rules. For prescriptions that require Clinical Review, you can view the status of your claim throughout the review process. Depending on your prescriber's response time, the process can take up to 72 hours to be completed.

You can also access a variety of member portal tools through the free BeneCard PBF mobile app.

Mobile App Features

- **Mail order made easy with Benecard Central Fill.** View prescriptions due to be refilled, request refills, and track the status and estimated ship date of your orders.¹
- **Network pharmacies at the tip of your finger.** Use the Pharmacy Finder feature to locate network pharmacies nearby or in areas where you may be traveling.
- **Drug pricing tool to help you make the most of your benefits.** Compare drug pricing at up to five different pharmacies at once to ensure you're getting the best value on your prescriptions.
- **Secure servers.** All traffic through the app is encrypted to protect your privacy. Automatic logout features help keep your information safe.

Where to Download

- **Google Play:** Search for "BeneCard PBF" on Google Play to download.
- **The App Store:** Search for "BeneCard PBF" in the App Store to download.

If you have questions about the member portal or mobile app at any time, please contact Member Services at the number on the back of your member ID card. Our representatives are available to assist 24 hours a day, 7 days a week, 365 days a year.