

# How to use mail order for prescriptions

Mail order, or home delivery, helps make sure you always have medications on hand and may save you money. Medications arrive right at your door. You can quickly see which medications can be ordered through mail order delivery or transfer a retail prescription — all with a couple of clicks.

## Registering is easy

You will need to complete a one-time registration to get access to the new prescription drug tools in your member account. After you log in to [ibx.com](https://ibx.com), click on the *My Care* menu and then *Access Pharmacy Mail Order*.

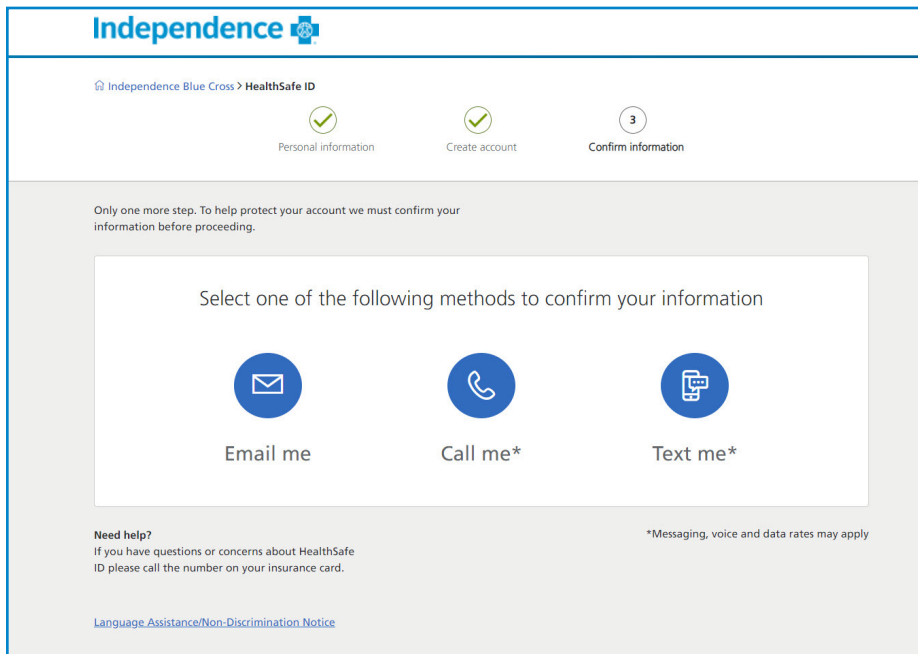
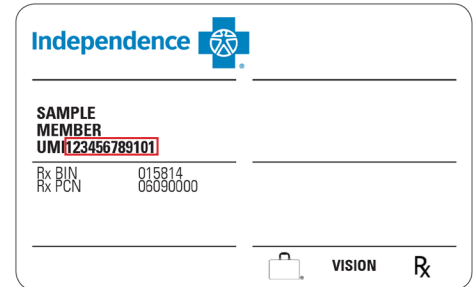
You will be directed to [ibx-rxportal.sxc.com](https://ibx-rxportal.sxc.com) to enroll as a new user. This site uses HealthSafe® ID to help protect the security of your personal information.

Have your member ID ready (see example) and complete the following steps:

**Step 1:** Enter your personal information and member ID. The member ID is noted as “Cardholder ID” on this sign-up page. When entering your member ID, do not include the first three characters. Also, be sure to enter your name as it appears on your card. If you have a middle initial or name, add that to the first name text box.

**Step 2:** Create an account. Note: If you currently have an account with Optum Specialty Pharmacy, you may be prompted during registration to use the same username and credentials.

**Step 3:** A confirmation message from HealthSafe ID® will be sent via email, phone, or text to verify your information. After you select your preferred method, follow the instructions within this message to complete the verification process.



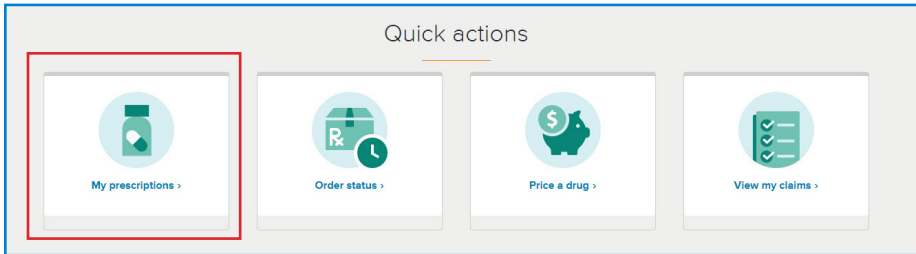
## Using mail order

There are a couple of ways to start a new mail order or transfer a prescription.

1. From the **Quick actions** menu, select the *My prescriptions* icon.
2. From the home page, select the *Home Delivery* button.

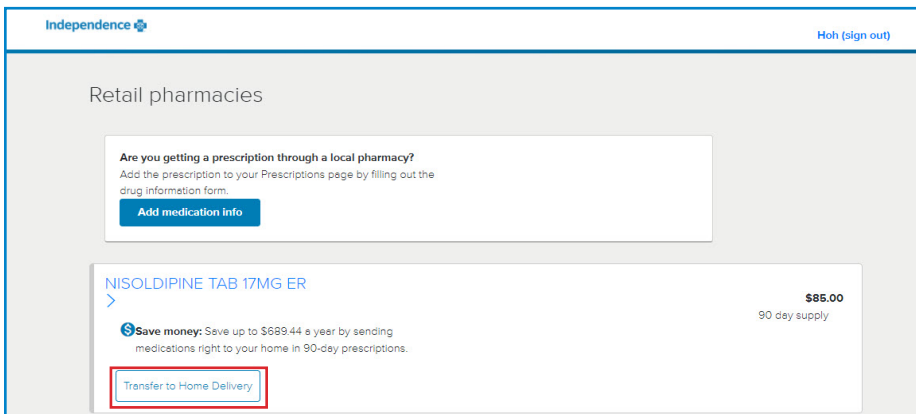
### Step 1

From the **Quick actions** menu, select *My prescriptions*.

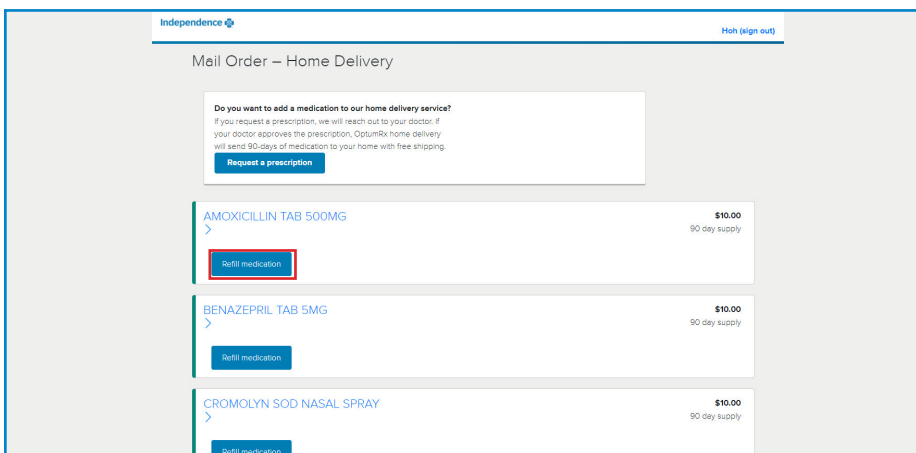


### Step 2

You'll see a list of your prescription medications eligible for home delivery. Select *Transfer to Home Delivery*.



To refill or renew a current mail order medication, click the *My prescriptions* icon to view all eligible prescriptions. Click *Refill medication* or *Renew prescription* to complete the checkout process.



### Step 3

Review the items in your cart, and then click *Proceed to Checkout*.

Home My prescriptions Order status Member tools Specialty pharmacy Information center Benefits and claims My profile

## Cart

Medications in Cart (1)

**JB James Bittner**

New Prescription

**OPTUMBY**  
**SIMVASTATIN TAB 20MG**

Qty: 90 | 90-day supply

**\$5.64**

We are reaching out to your provider to approve a prescription. You can also reach out to your doctor to check in, which may speed up the process.

Provider: **Kenneth Smith** Address: **2689 Solution Center Chicago, IL 60677**

Phone: **586-329-1880**

[Remove from cart](#)

**Order summary**

Items: 1

Subtotal: **\$5.64**

[Proceed to Checkout](#)

### Step 4

To place an order, fill out your Shipping Address, Shipping Method, Payment, and Contact Information. Review your items and Order Total before clicking *Place order*.

**Shipping Address** [Change](#)

1919 MARKET ST  
PHILADELPHIA, PA 19103-1491

**Shipping Method**

Standard shipping is the default for new or renewed medications.  
Standard shipping \$0.00  
Estimated delivery, by: 11/14/2020

**Payment** [Change](#)

Visa ending in 5243

**Contact Information** [+ Email Address](#)

Please add an email address

**Items (1)**

**JB James Bittner**

New Prescription

**OPTUMBY**  
**SIMVASTATIN TAB 20MG**

Qty: 90 | 90-day supply

**\$5.64**

We are reaching out to your provider to approve a prescription. You can also reach out to your doctor to check in, which may speed up the process.

Provider: **Kenneth Smith** Address: **2689 Solution Center Chicago, IL 60677**

Phone: **586-329-1880**

[Remove from cart](#)

**Order Total** **\$5.64**

[Place order](#)

## Step 5

From the home page, click the *Order status* icon to track the status of an order and view order history from any device. See what stage of the process your order is in and the estimated delivery date. Alerts will notify you of actions you need to take to keep your orders moving without calling customer service.

## Questions?

If you have a question about using the enhanced mail order tools, please call the number on the back of your member ID card.

To speak with your Independence dedicated Customer Service Representative, call **1-833-444-BLUE**. Your representative is available Monday – Friday, 8 a.m. – 9 p.m.



Other Providers are available in our network.

Your mail order benefit is administered by OptumRx, an independent company.

Independence Blue Cross offers products through its subsidiaries Independence Hospital Indemnity Plan, Keystone Health Plan East, and QCC Insurance Company — independent licensees of the Blue Cross and Blue Shield Association.

Independence Blue Cross complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-275-2583 (TTY/TDD: 711). 注意：如果您使用繁體中文您可以免費獲得語言援助服務。請致電 1-800-275-2583 (TTY/TDD: 711).