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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. Sign up for mail order
4. View your prescription history
5. Manage your dependents
6. Locate pharmacy and price drugs
7. View your plan information
8. Read FAQs

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, contact a Member Advocate, and manage your mail order information.

**Maxor Pharmacy Refills**
Manage your mail order prescriptions, including refilling a prescription for yourself or a dependent.

**Mail order**
Sign up for mail order 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 mail order questions.
Create Your Portal Account

You must create an account when you go to the member portal for the first time. 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.
Update Your Account Information

Update your account information, including your password, mail order 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 (#,$,%,&,+).

Member ID Card
Request a new ID card, if enabled by your plan provider. Click Request New Card, and your request will be sent and processed.

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.

Message Center
The My Account page also includes the Message Center, which allows you to send private, HIPPA-compliant messages to MaxorPlus Member Advocates.

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

Change Credit Card
Enter mail order payment information here.
Refill Your Prescriptions

You can refill your or your dependent’s mail order 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.
**Sign up for Mail Order**

Complete the Sign Up form to begin receiving mail order medications from MaxorPlus.

The Sign-up process will talk you through several screens: Health Profile, Payment Method, Demographic Information, and Important Information. Once you complete these steps, your mail order account is activated.

1. Click **Sign up for Mail Order**.

The Health Profile form opens.

![Health Profile Form](image-url)
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.

9. Please review all information, and click I understand in the Mail Order terms section.
10. Click Finish to activate your mail order 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.
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.

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 price are displayed. 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.
View Your Plan Information

Locate specific program details here such as formulary, specialty drug list, prior authorization requirements, and more.

This page’s contents vary based on your plan provider.
Read FAQs

Go to the FAQs page to find answers for common questions related to mail order and the 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 800-587-0026 to add or update your credit card information.
- If you are paying 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 800-587-0026 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 P.O. 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 prescriptions. Note: It may take longer to receive your order if a prescription requires intervention (e.g., prior authorization).

What happens if my prescription requires a prior authorization?
- If your prescription claim requires a prior authorization, we will obtain the necessary information to process the request and will not ship it 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 800-587-0026.

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 Refill Site. 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 800-587-0026 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 prescriptions and payment. Please include a check, money order, or fill out the credit/debit card section on the form. Mail the refill request to MXP Pharmacy, PO Box 32150, Amarillo, Texas 79120-3256.
  - The earliest refill date is printed at the bottom of your prescription bottle.

Note: You may be asked for your prescription number when requesting 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 refill runs out.
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.
About MaxorPlus™

We believe in making your prescription benefits work for you. We want to help get the prescriptions you need, when you need them. Visit maxorplus.com to find forms and learn the benefits of signing up for mail order.

Questions? Issues? Contact our Member Advocates at 1-800-687-0707 or email maxorpluscontactus@maxor.com to talk to one of friendly and helpful staff.