

A blurred, blue-tinted photograph of an office interior. Several people in business attire are walking through a glass-walled area, their figures out of focus. The scene is captured from a low angle, showing the lower legs and feet of the individuals. The overall atmosphere is professional and dynamic.

EMPIRX HEALTH

MEMBER PORTAL MOBILE APP

HELP GUIDE
VERSION 1.0

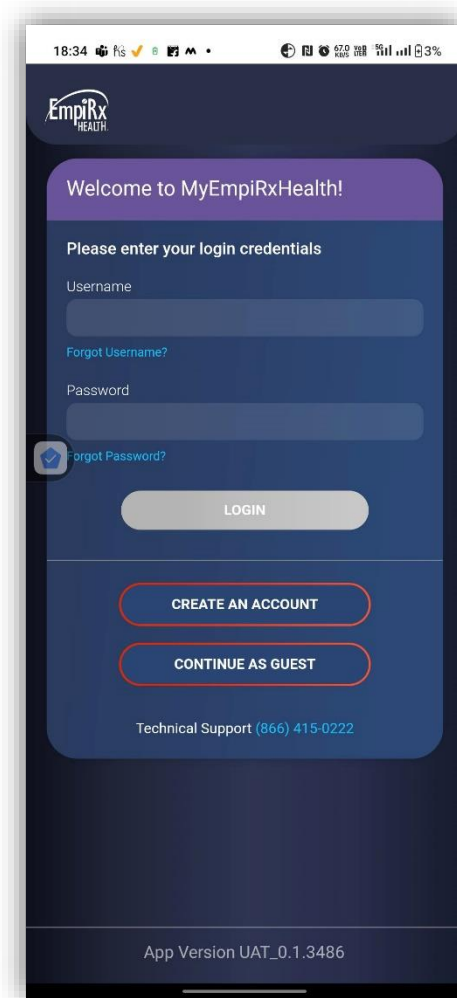
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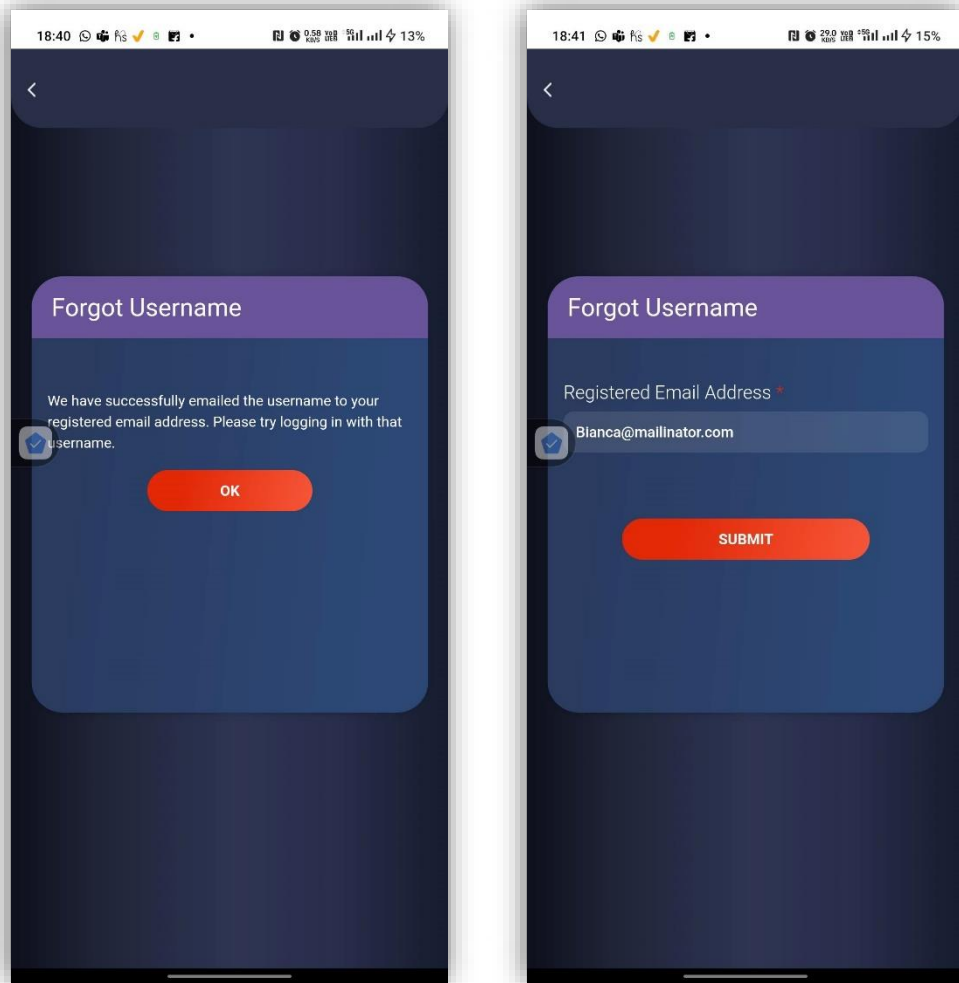
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1 LOGIN PAGE



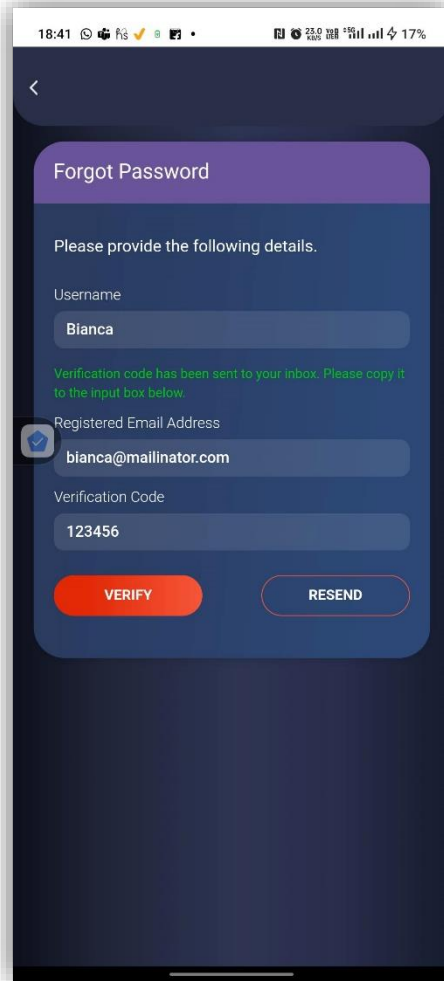
This is the login page. Here the member can enter the username and password to login to the Member Portal app. Also, the user can navigate to the create account page and guest page by clicking on the 'Create account' & 'Continue as guest' button.

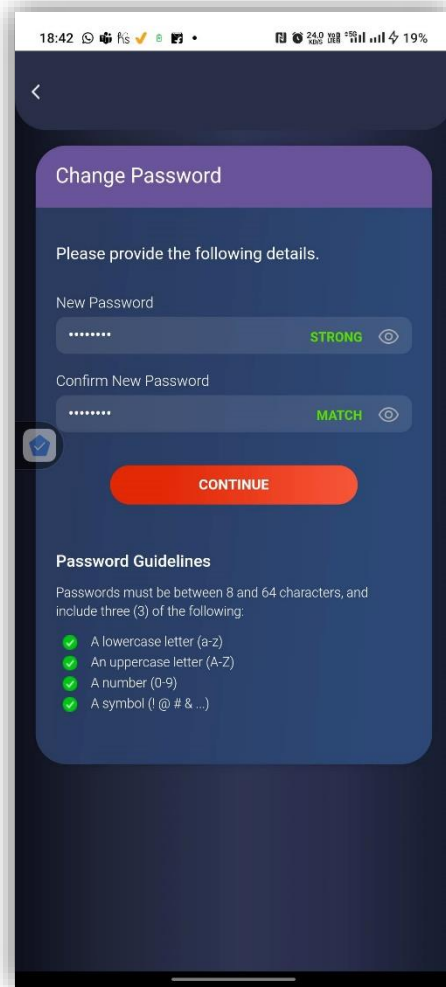
2 FORGOT USERNAME PAGE



The forgot username page helps the member recover their username using their registered email address.

3 FORGOT PASSWORD PAGE



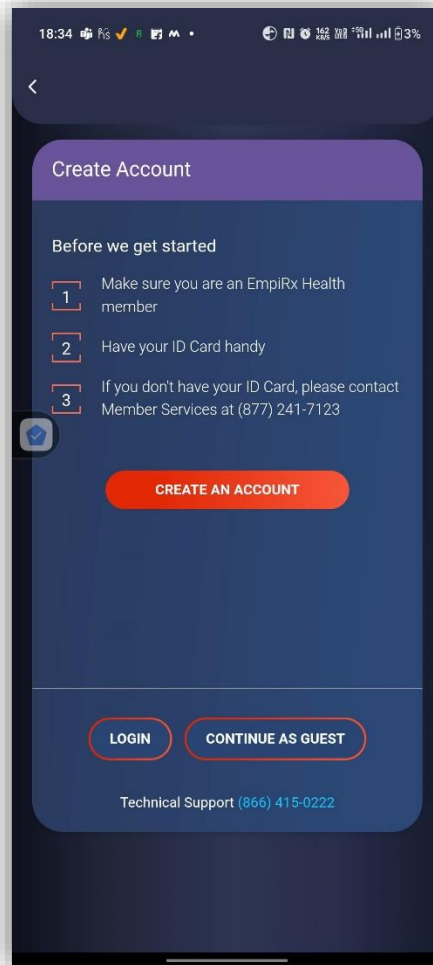


The forgot password page helps the members reset the password, in case they do not remember the current password.

4 REGISTRATION PAGE

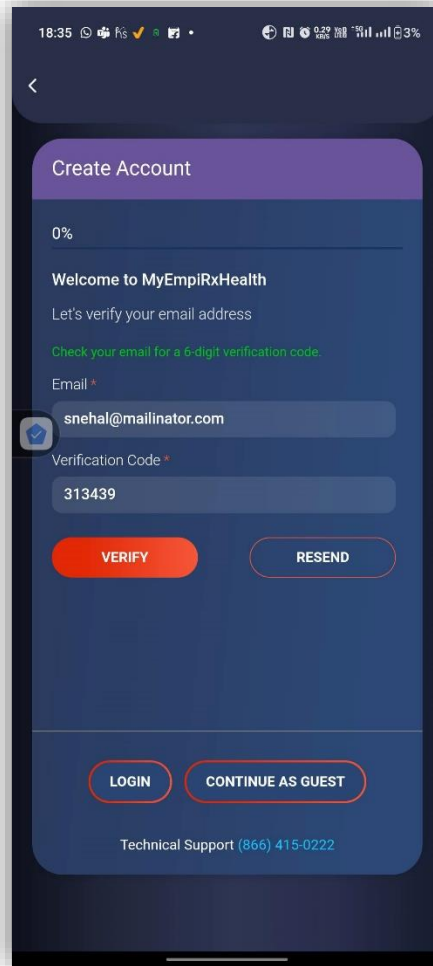
This is the registration page. The member can register themselves to the Member Portal app by completing all of the steps in the registration form on the registration page.

4.1 Pre-requisite



This screen lets the user know the prerequisites to create an account on MyEmpiRxHealth Member Portal.

4.2 Email Verification



The users must verify the email address to ensure it is a valid email address they are registering with.

4.3 Set Up Profile

18:36

Create Account

25%

Success, your email address is verified!
Now let's set up your profile

First Name *

Snehal

Last Name *

Kshirsagar

Date of Birth (MM/DD/YYYY) *

01/01/1990

Best Contact Number *

1234566891

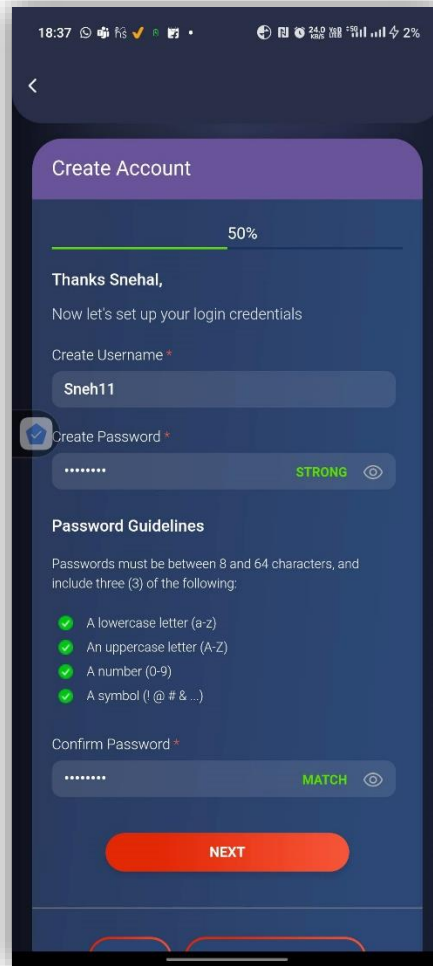
NEXT

LOGIN CONTINUE AS GUEST

Technical Support (866) 415-0222

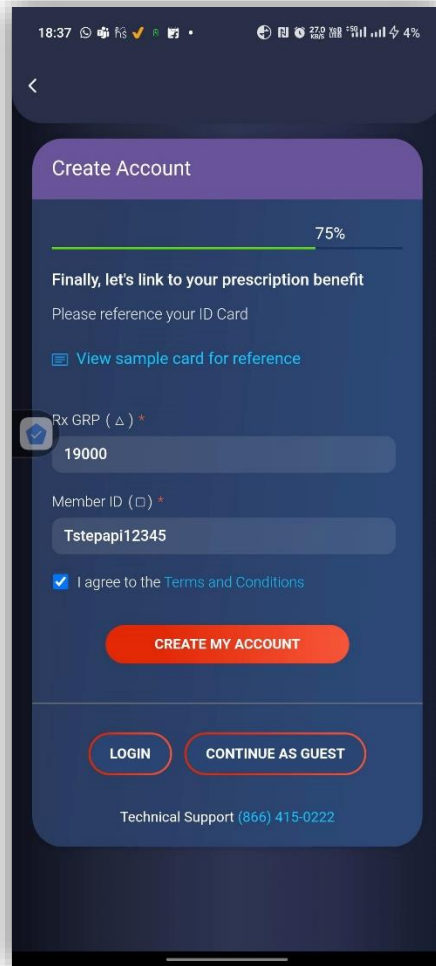
Then the user must fill the personal information to continue. The first name, last name and the date of birth should exactly match the one that's displayed on their card.

4.4 Setup Login Credentials

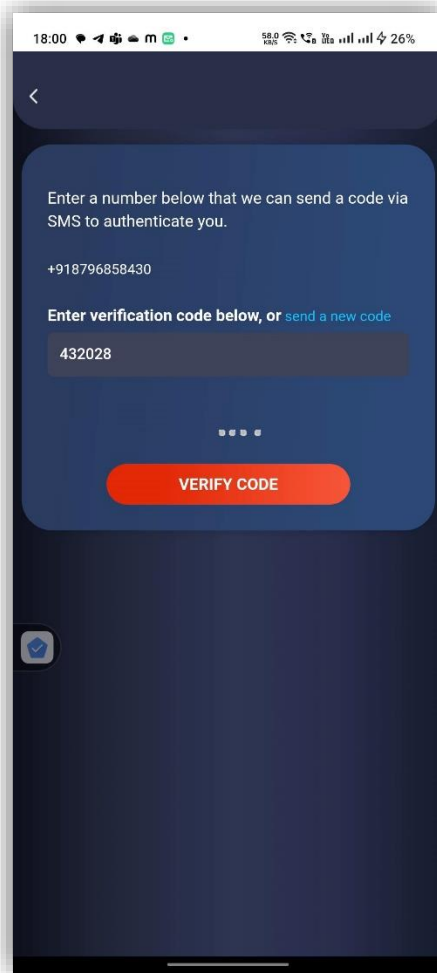
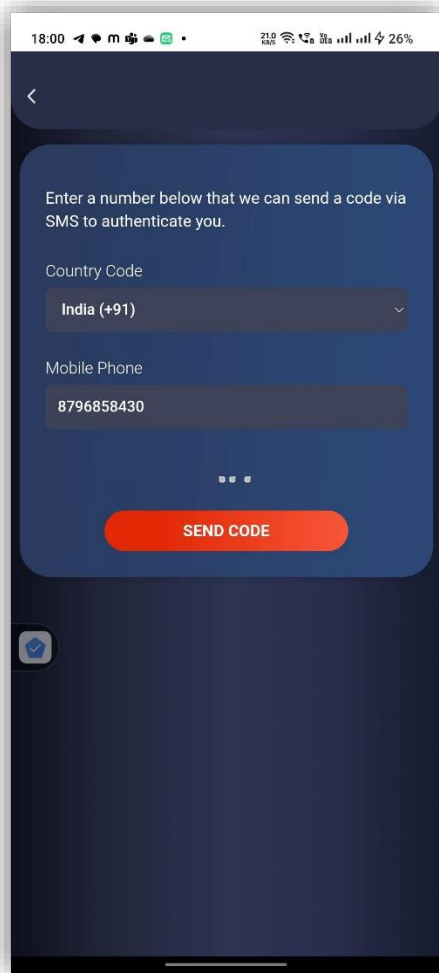


Here the user must create login credentials to enable them a secure access to their account.

4.5 Link To Prescriptions Benefits



Here the user must enter the RxGRP number and Member ID mentioned on their card to link it to their account.



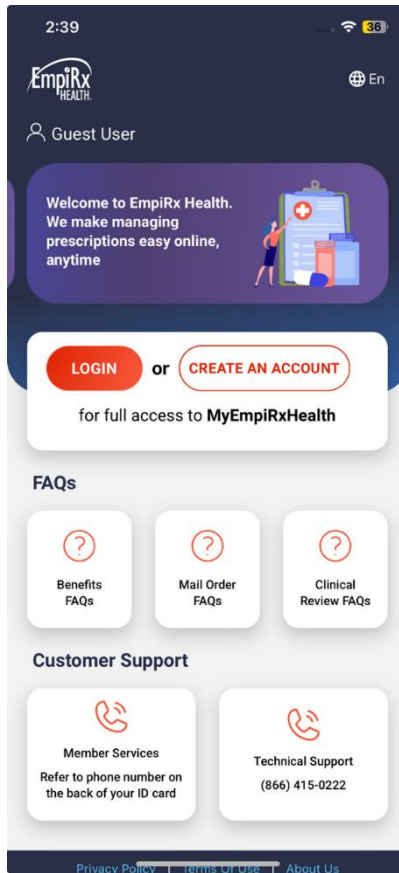
The next step allows the user to verify the mobile/cell phone number. The user can select the country code from the “Country code” select input box and enter the number in the “Mobile phone” input box. The user should submit this form to receive a verification code via SMS/text message to their device.

The user needs to enter this verification code in the input box on the next screen and click on the “Verify code” button.

In case the user does not receive the verification code or if the verification code expires, they can request it again using “send a new code” link.

Upon successful verification the app navigates to the home page of the member portal.

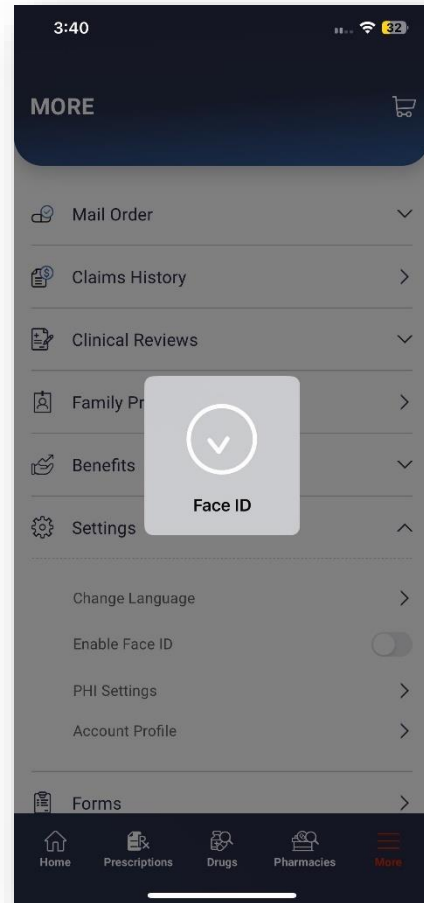
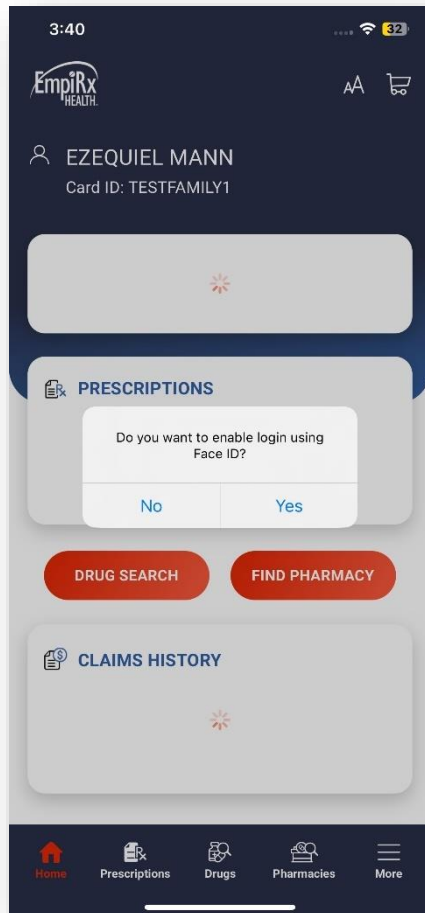
5 GUEST HOME SCREEN



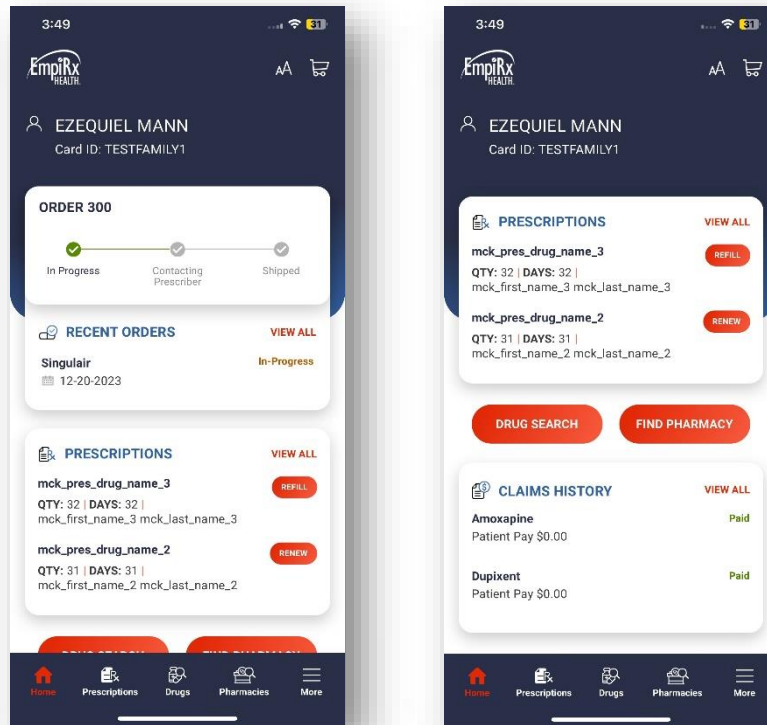
The guest screen allows the unregistered users to explore the features available to unregistered/guest users. This allows quick access to various documents, tools, FAQs, and customer support. This also showcases the features available MyEmpiRxHealth members.

6 BIOMETRIC AUTHENTICATION

As soon as the user logs into the app, it shows a prompt asking the user if they want to enable biometric authentication or not. For example, if the face ID/touch ID is enabled on the device, the app asks if it can use the face ID/touch ID to login to the app.



7 HOME PAGE



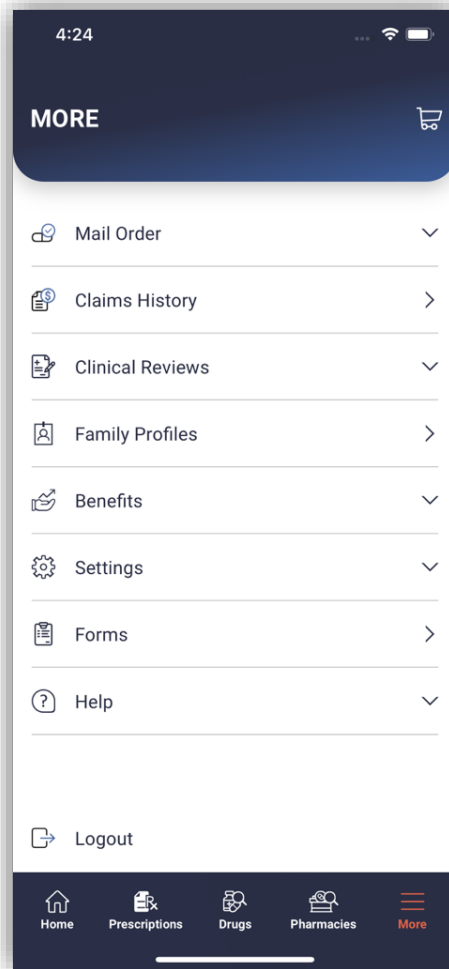
This is the landing page for the application. Once logged-in, the layout of the app UI contains.

- a bottom navigation bar at the bottom
- top nav bar with logo on the left and text resize & cart option on the right.

On the Home page, the members can see the dashboard (a summarized view) comprising the following:

- Status of the recent order and its progress
- User details – name and card ID, and a button to view the ID.
- Prescriptions
- Recent orders
- Claims history
- Drug search and Find pharmacy buttons.

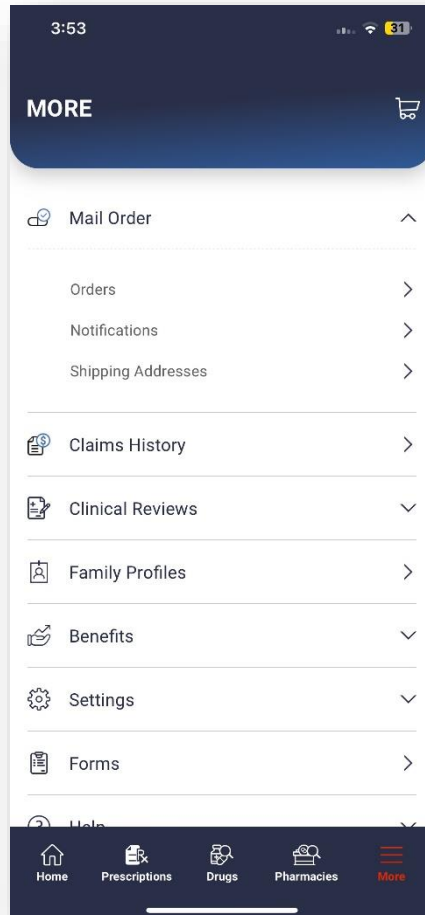
8 MORE OPTION



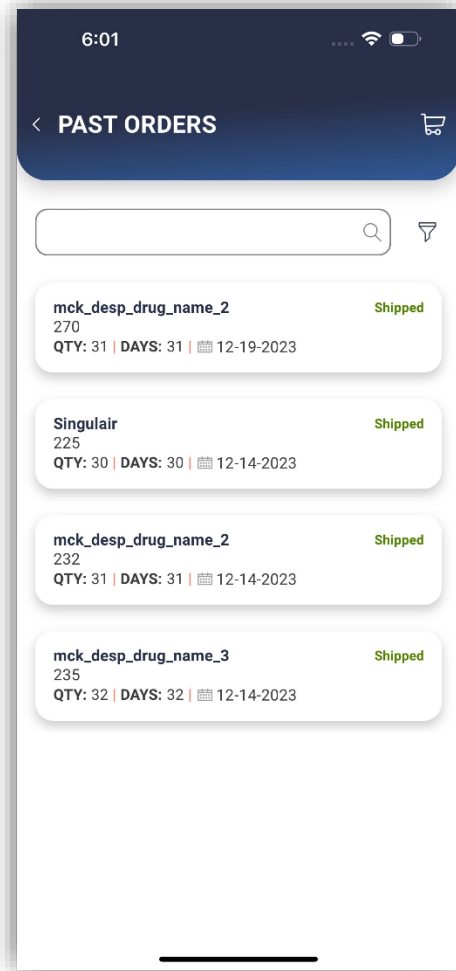
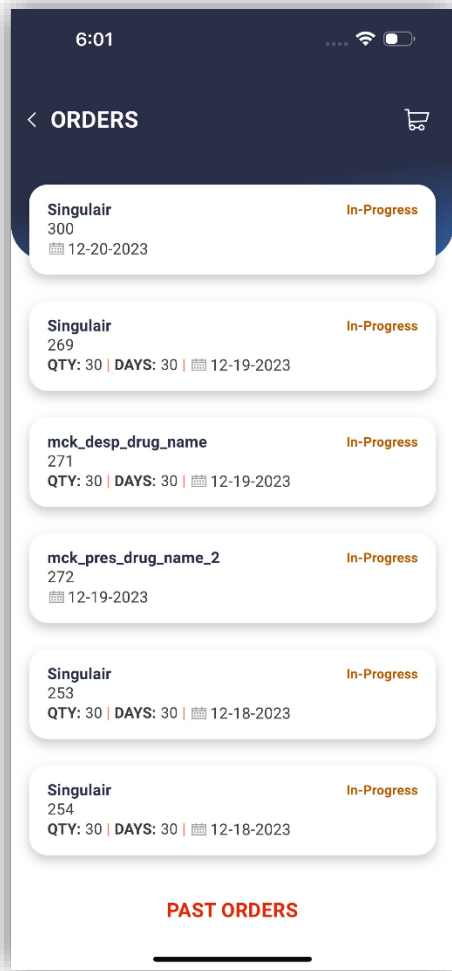
The remaining menu items appear after the user taps on the “More” option on the bottom navigation bar.

9 MAIL ORDER

The member can place mail orders for the medicines under the prescription that they have so that the medicines can be delivered to the users.



9.1 Orders

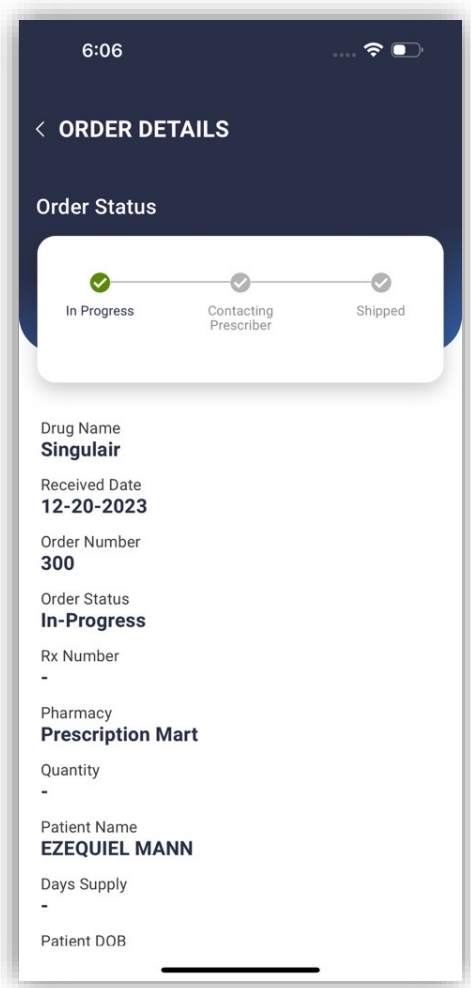


The orders page shows the orders placed by the user. The orders are segregated into two categories called 'Orders' and 'Past Orders'. Orders are the ones that are not delivered to the member or not picked up by the member. While past orders are those that have been delivered to or picked up by the member.

It also provides an option to search and filter the past orders. The list of orders is paginated and shows the essential fields such as:

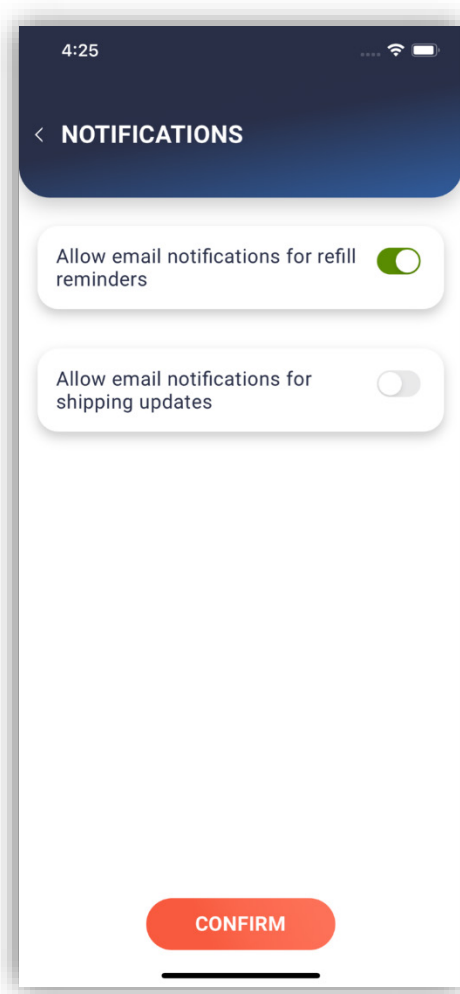
- Drug name
- Order number
- Quantity
- Days' supply
- Received date.
- Status

9.2 Order Detail



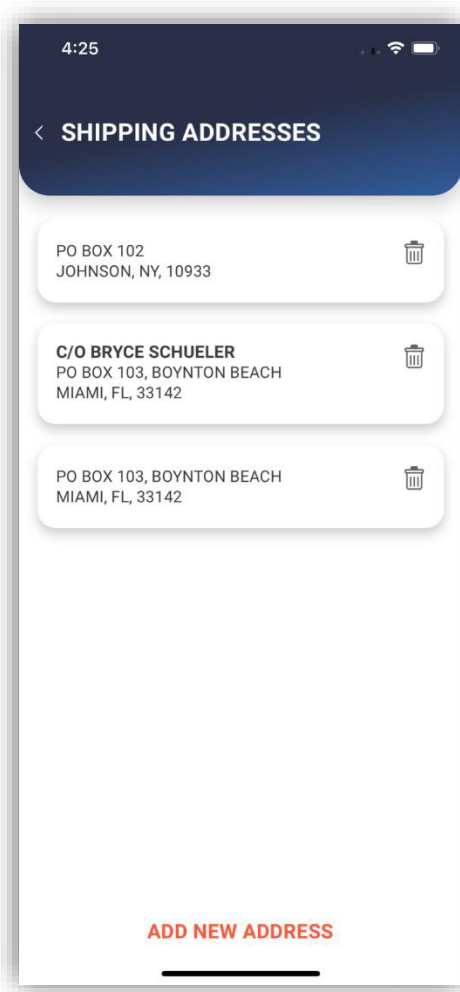
When the member clicks on any of the orders listed on the 'Orders' page, a user will get navigated to the "Order Details" page where the details of the respective order get displayed.

9.3 Notifications



The notifications page under Mail Order menu allows the member to modify notification preferences. The member can turn on or off email notifications such as refill reminders and shipping updates.

9.4 Shipping addresses



Under Mail Order, the member can find the page 'Shipping Addresses' where the member can add or remove delivery (shipping) addresses to be used for their mail orders.

9.4.1 Add new address

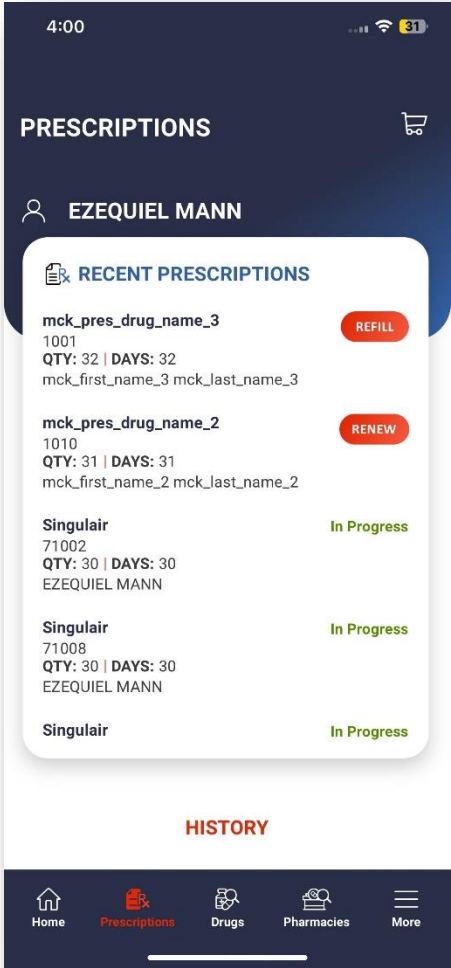
The screenshot shows a mobile application interface for adding a new address. At the top, the time is 10:26 and there are icons for signal strength, Wi-Fi, and battery. Below the status bar is a dark blue header with a back arrow and the text "ADD NEW ADDRESS". Underneath the header, there is a red asterisk followed by the text "* Required Fields". The form consists of several input fields: "C/O Name", "Address Line 1" (with a red asterisk), "Address Line 2", "City" (with a red asterisk), "State" (with a red asterisk and pre-filled with "ALABAMA"), and "ZIP Code" (with a red asterisk). At the bottom of the form is a grey button labeled "CONFIRM".

When the member clicks on the “Add new address” button, the member navigates to the add new address page where the member can enter the information for a new address to be added to the shipping addresses.

10 PRESCRIPTIONS

The Prescriptions page shows a list of prescriptions. It shows the fields such as Drug name, Rx number, Patient name, quantity, Days' supply and Status. The prescriptions can be either renewed or refilled. The list of prescriptions is segregated into two categories (tabs) viz. 'Recent' and 'History'.

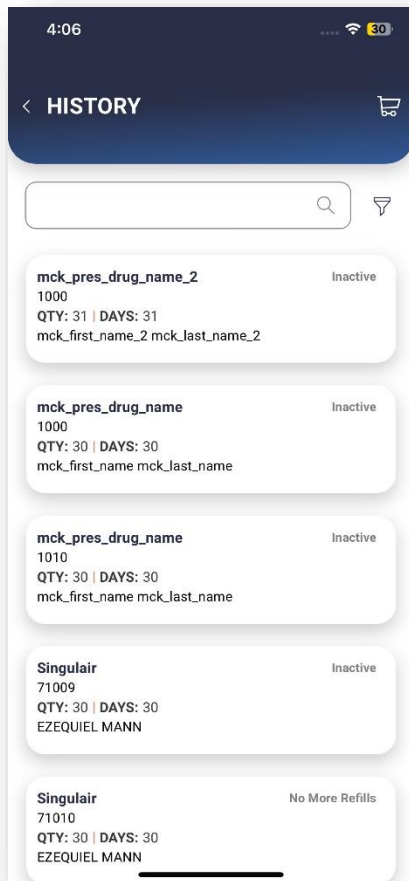
10.1 Recent



The 'Recent' tab shows the prescriptions that are active, eligible for refill or renew.

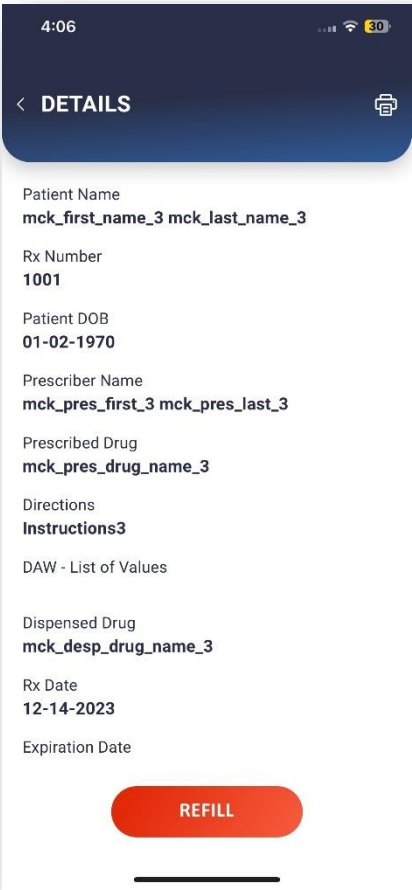
10.2 History

The prescriptions that are already been transferred and there are no refills and renewals available for the given prescriptions are showed. On the history page the list provides the search and filter functionality that allows the member search and filter a prescription.



10.3 Prescription Details

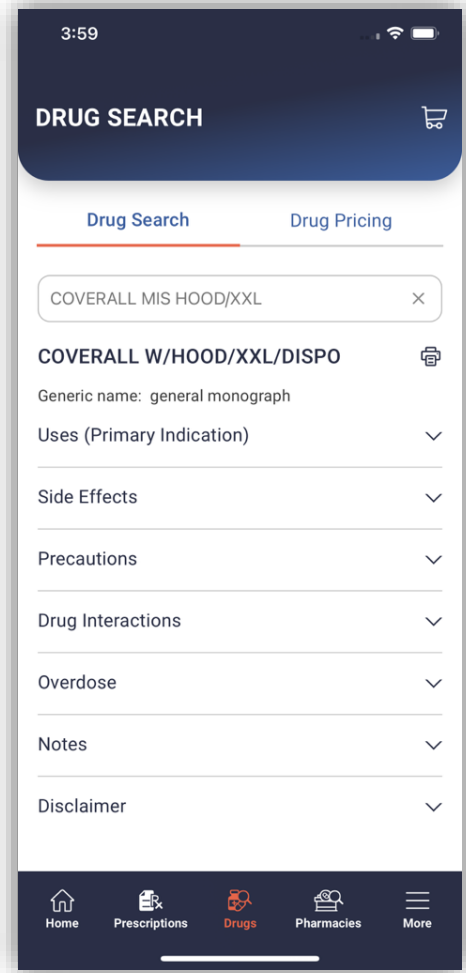
When the member clicks on any of the prescriptions listed on the 'Prescriptions' page, a user will get navigated to the 'Details' page where the details of the respective prescription get displayed. The member can also print these details.



11 DRUGS

The drugs feature allows the member to find drugs and their pricing. The 'Drugs' page shows two tabs viz. 'Drug search' and 'Drug Pricing'.

11.1 Drug Search



Under the 'Drug search' tab, the member can search for a drug based on the name of the drug. The member can see details of the drug found in the search result. The details include name, generic name, uses, side effects, precautions, drug interactions, overdose, notes, and disclaimer. The member can also print these details.

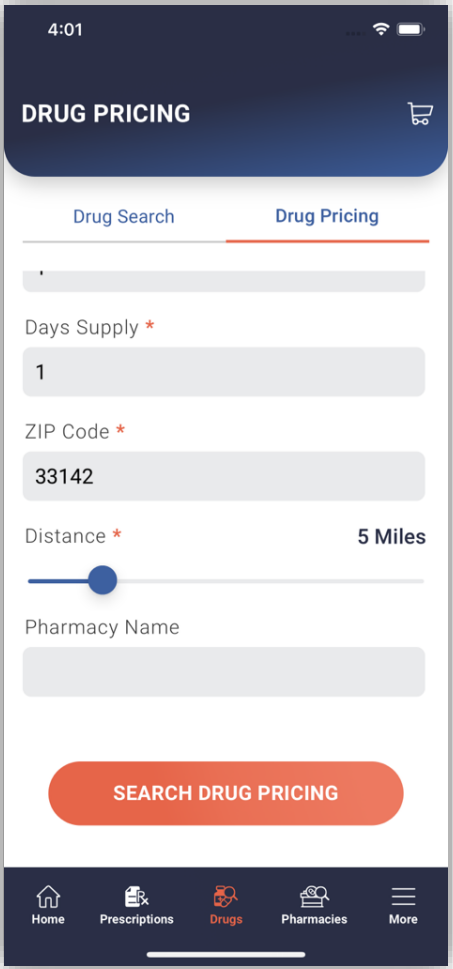
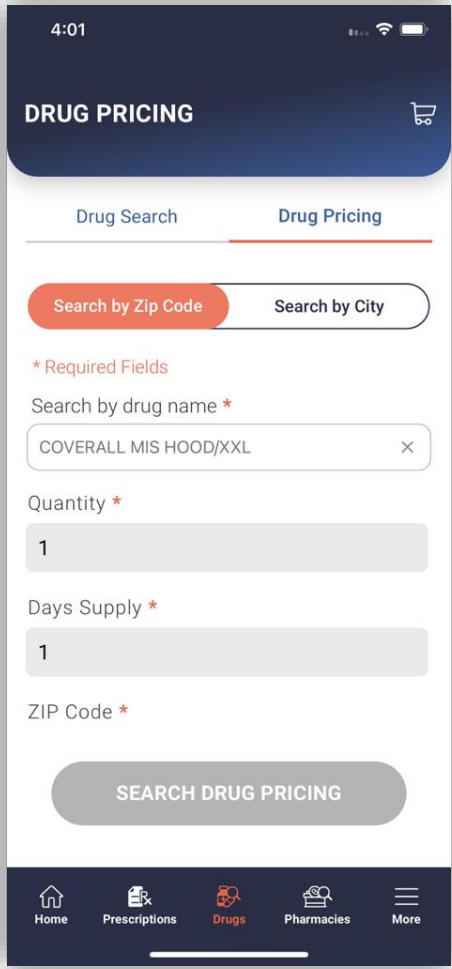
11.2 Drug Pricing

This screen shows pricing for the selected (searched) drug and its availability in the pharmacies nearby.

Based on search criteria, it shows a list of pharmacies where the drug is available along with the fields such as distance (in miles), Hours of operation for the current day, availability of Brand or generic price, member cost, plan cost, and the total cost. This list is segregated into two categories namely 'Retail' and 'Mail Order' using a tabbed view. The list can also be filtered using the filter option. At present, it can be filtered based on whether the pharmacy is in the network or operates 24-hours a day.

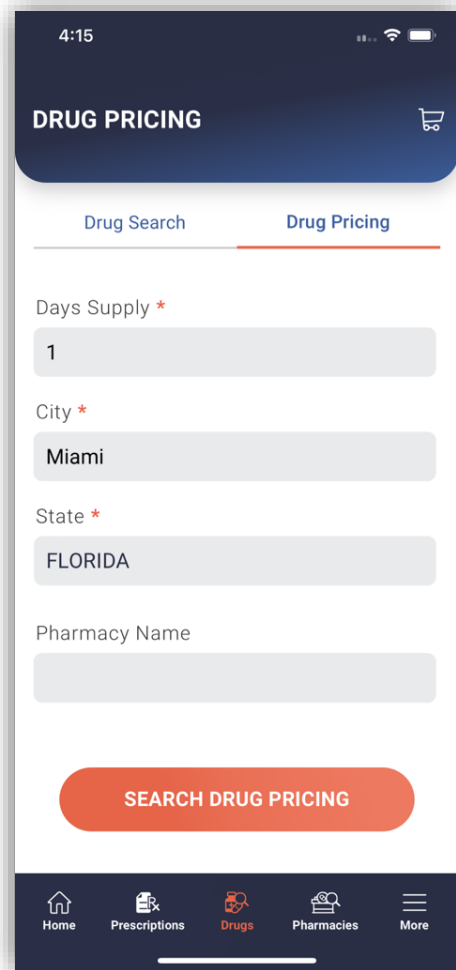
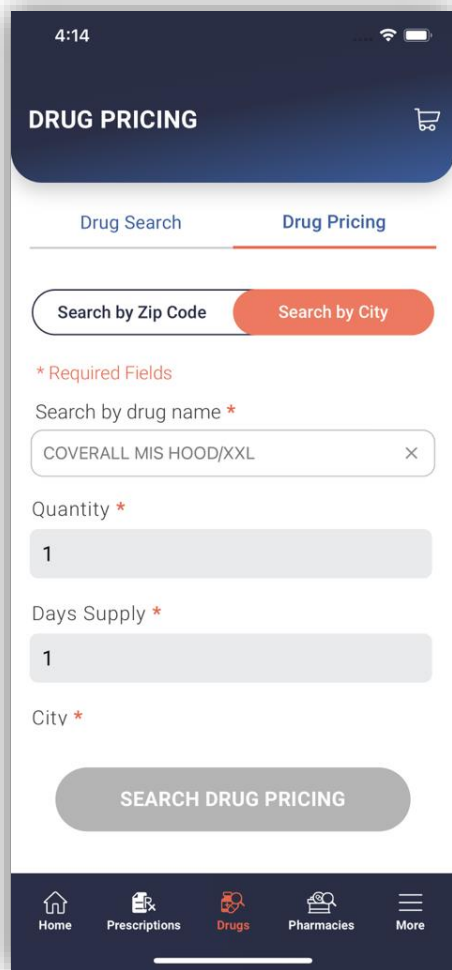
Instead of the list view, the member can also switch a map view where the member can see the pharmacies pinned across a map of the searched area (by ZIP or city).

11.3 Drug Pricing – Search by zip code



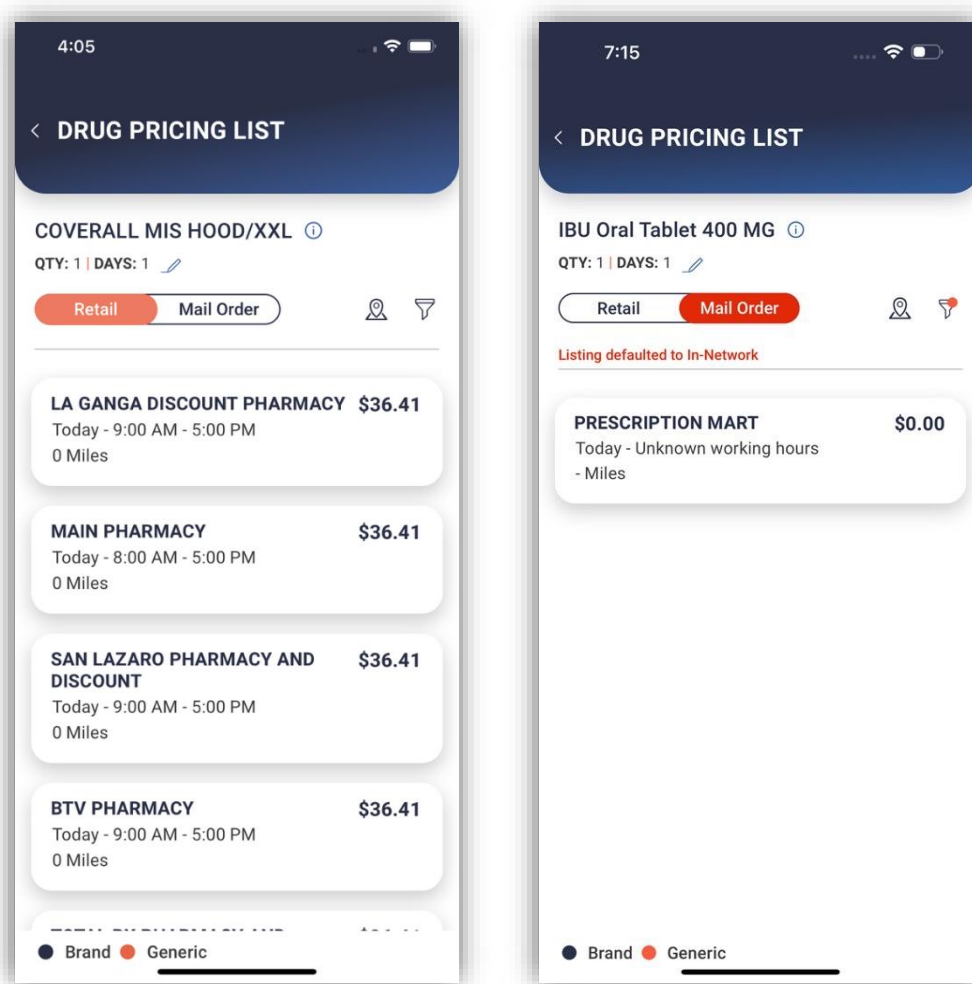
The member can view drug pricing for the selected (searched) drug. The drug pricing details can be searched by zip code or by city with additional parameters like quantity, days of supply, and pharmacy name. When searched by zip code, the member can provide distance from the zip code.

11.4 Drug Pricing – Search by city



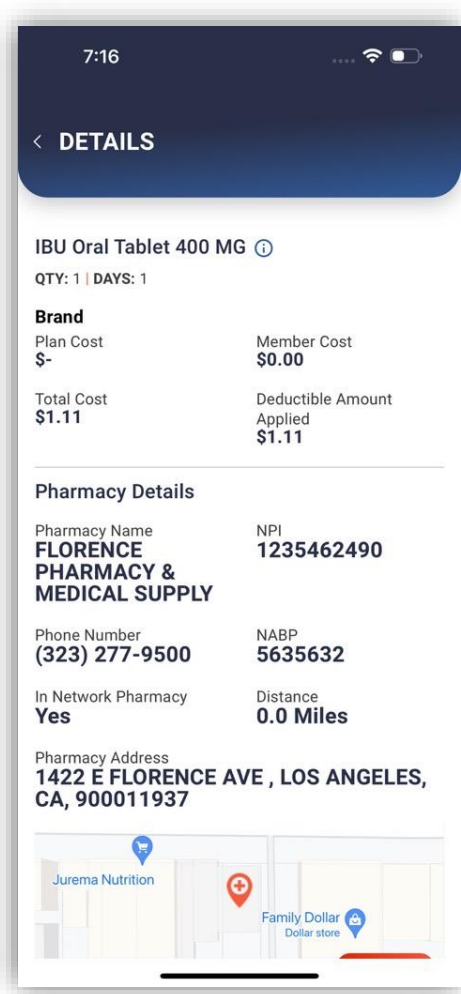
The member can search for drug pricing by city and state with additional parameters like quantity, days of supply, and pharmacy name, just like it appears on search by ZIP code.

11.5 Drug Pricing List



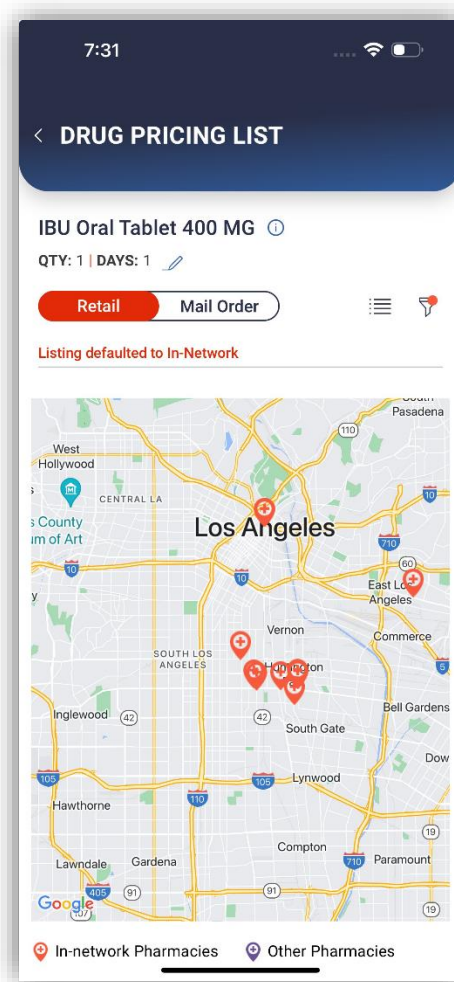
The above screenshots show the search results in the retail and mail order tabs.

11.6 Drug Details



The above screenshots show the details of the drug pricing.

11.7 Drug Pricing - Map view



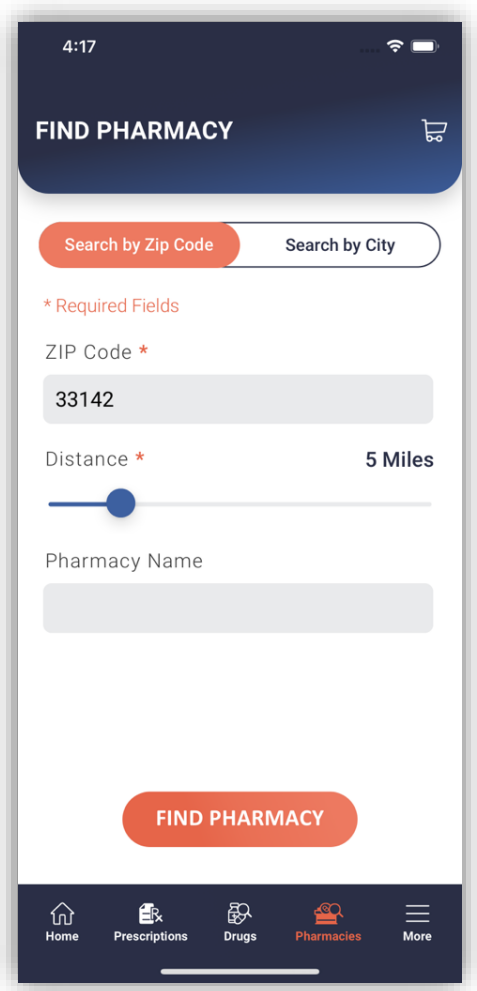
The above screenshot shows the map view of the drug pricing list.

12 PHARMACIES

The 'Pharmacies' page helps the member to search for pharmacies around a ZIP code or a city. The page supports viewing pharmacy locations in a list view as well as the map view.

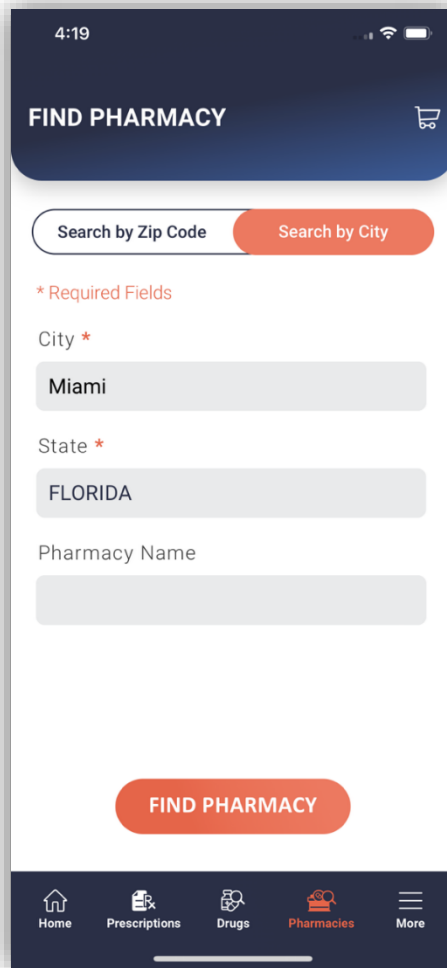
The search results are segregated into two categories called 'Retail' and 'Mail Order'. The list view shows the fields such as Pharmacy name, Address, Hours of operation, and the distance (in miles) from the given ZIP-code.

12.1 Pharmacies – Search by zip code



The search by Zip code option allows the member to search the pharmacy locations within certain miles of distance from a Zip code. The member can optionally specify a specific pharmacy name as a search criterion.

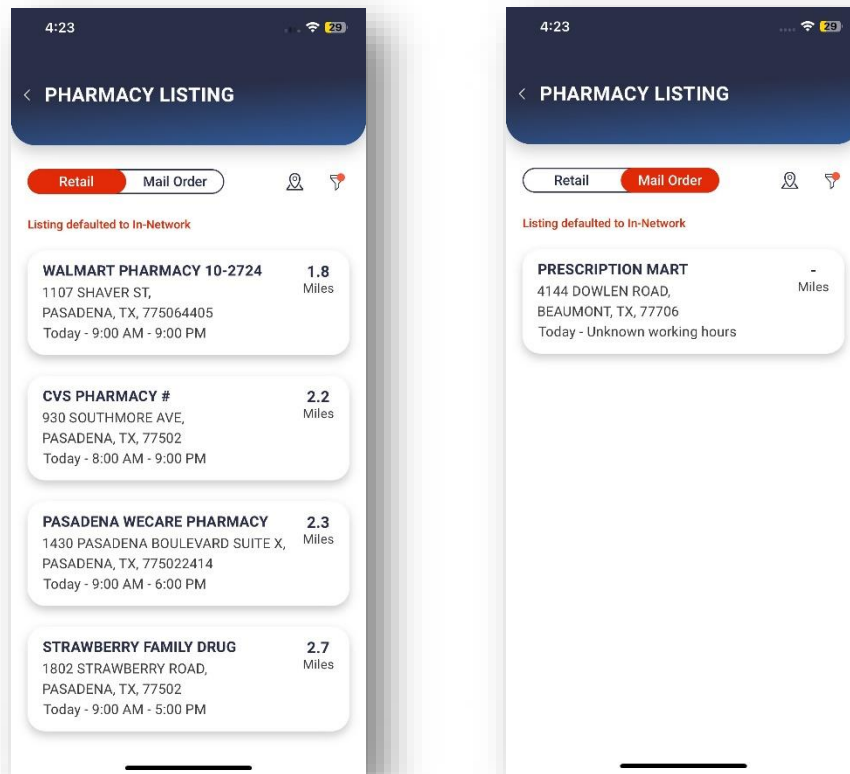
12.2 Pharmacies – Search by city



The screenshot shows a mobile application interface for finding pharmacies. At the top, the time is 4:19 and there are status icons for signal, Wi-Fi, and battery. The main header is a dark blue bar with the text 'FIND PHARMACY' and a shopping cart icon. Below the header, there are two search options: 'Search by Zip Code' and 'Search by City', with the latter being selected and highlighted in orange. A red asterisk indicates required fields. The 'City' field is labeled 'City *' and contains the text 'Miami'. The 'State' field is labeled 'State *' and contains the text 'FLORIDA'. There is an empty 'Pharmacy Name' field. At the bottom of the form is a large orange button labeled 'FIND PHARMACY'. The bottom navigation bar has five icons: Home, Prescriptions, Drugs, Pharmacies (which is highlighted in orange), and More.

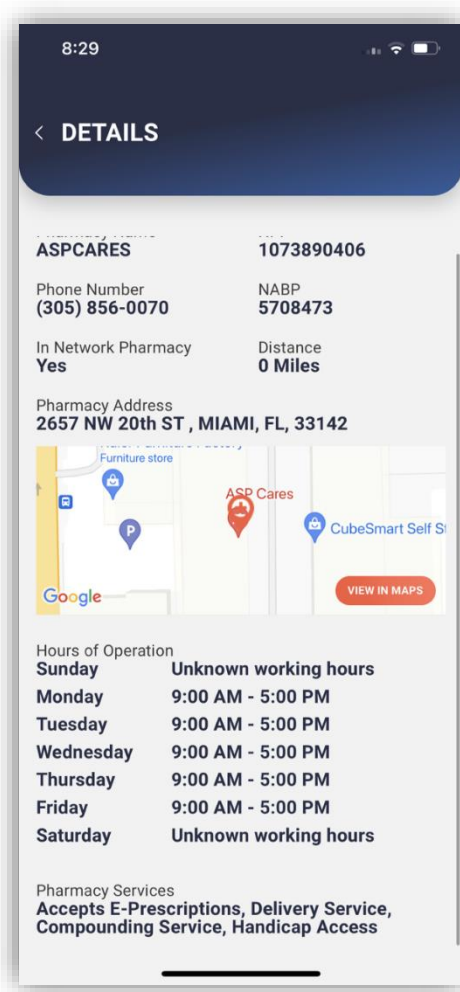
'Search by city' allows the member to search for the pharmacies by a city by specifying City and State search criteria. The member can optionally specify a specific pharmacy name as a search criterion.

12.3 Pharmacy List



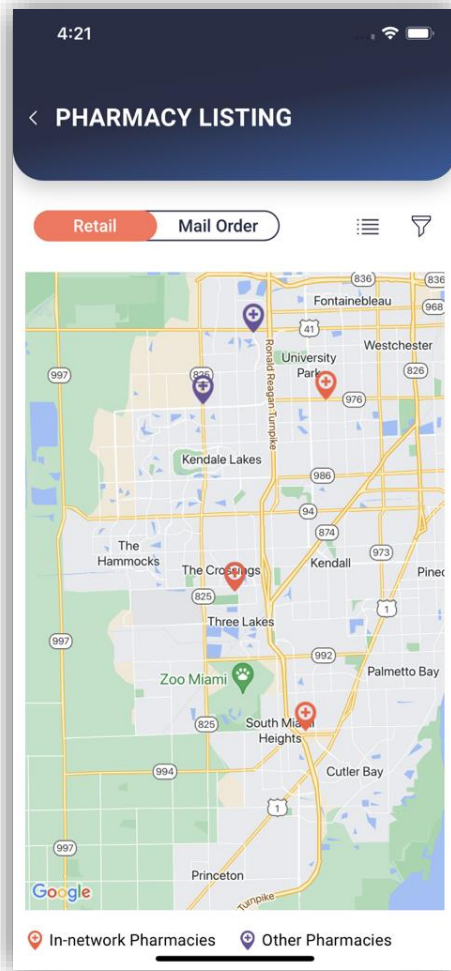
The above screenshots show the search results in the retail and mail order tabs.

12.4 Pharmacy details



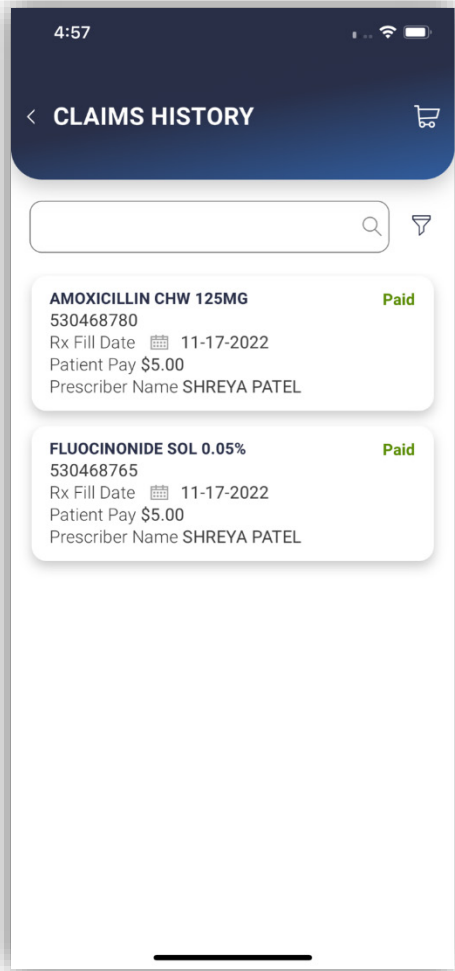
If the member clicks on the pharmacy in the search result list or in the pin on the map, it shows the 'Pharmacy details' screen. It shows more details about that pharmacy which is not visible in the search results.

12.5 Pharmacy – Map view



The above screenshot shows the map view of the pharmacy list.

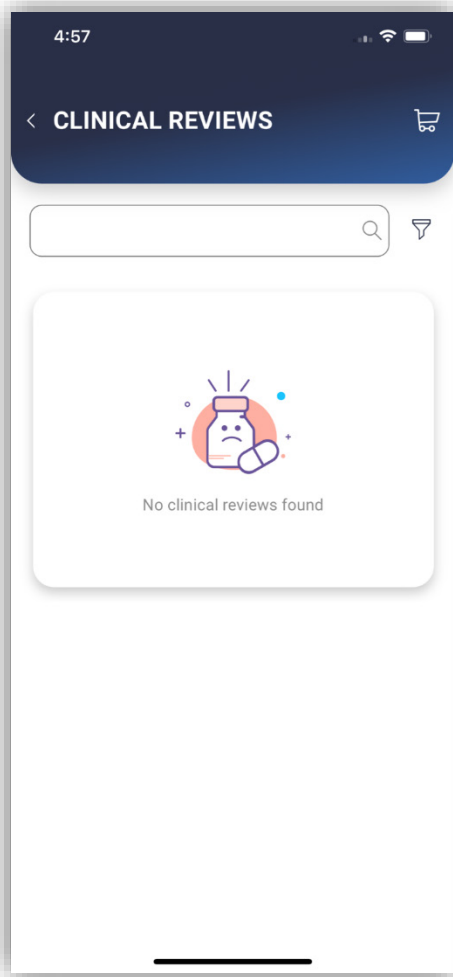
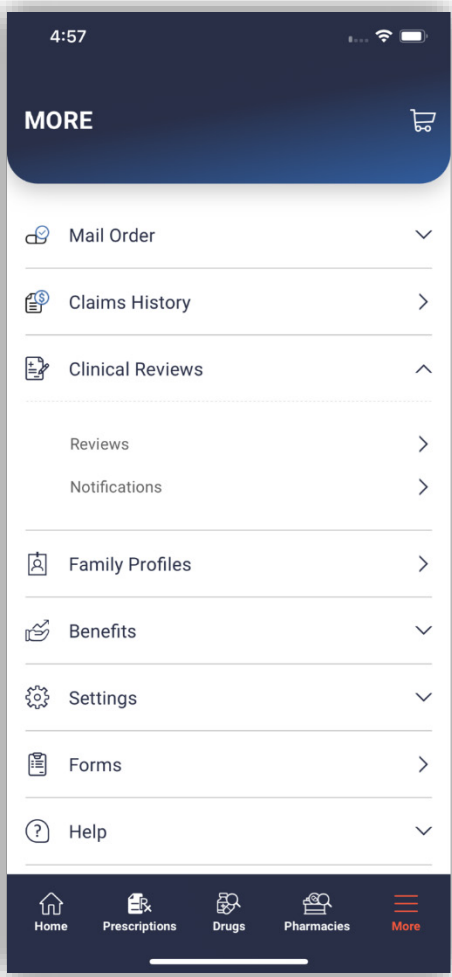
13 CLAIM HISTORY



The member can view the history of the claims on the 'Claim history' page. The page shows a list view with fields such as Drug name, Claim ID, Rx fill date, Patient pay, Prescriber name and the status. It also allows the member to search the claims. The results could be filtered by member and date.

14CLINICAL REVIEW

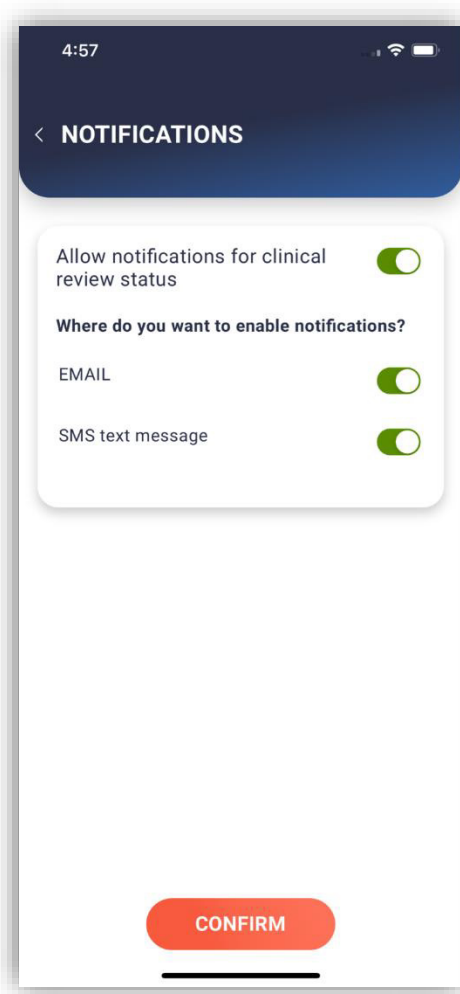
14.1 Review



The clinical review page displays the list of reviews requested in a paginated list view. It provides search and filter functionality. This list can be filtered by member name.

It shows the fields such as Inquiry ID, Drug name, Member name, created date, requested by, Status, Status description, Clinical reviews (any PDFs attached to the review).

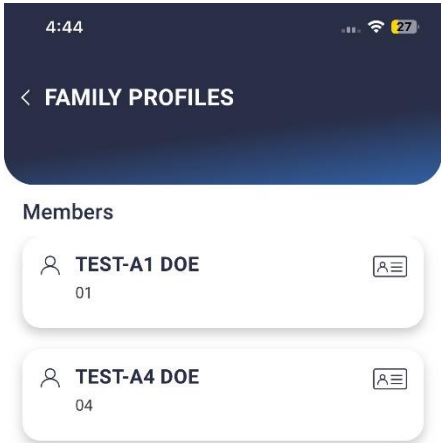
14.2 Notification



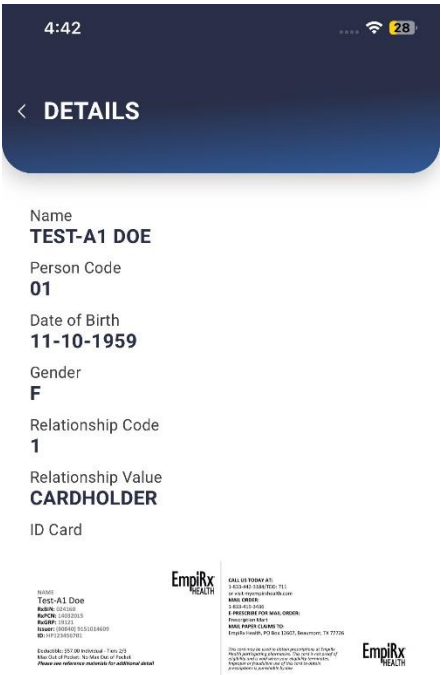
A member can receive notifications for the clinical reviews. The notifications page under 'Clinical Reviews' page helps the member turn on or off the notifications and the channels through which they want to receive the notifications, such as Email and SMS (text message).

15 FAMILY PROFILE

Family profiles page allows the member to view the personal details of the dependent members in the family or spouse respecting the PHI settings. For every member it shows Person code and name. Additionally, for the dependent members, it shows relationship value and the relationship code. The e-card can be viewed and added to wallet from here. This page also displays the Mail Order balance at the top.



Some of the features may be unavailable until your membership becomes eligible.

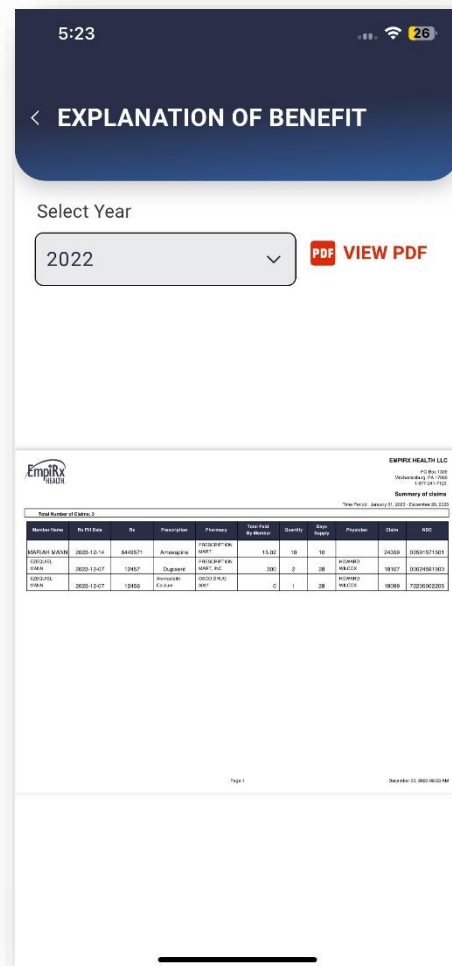
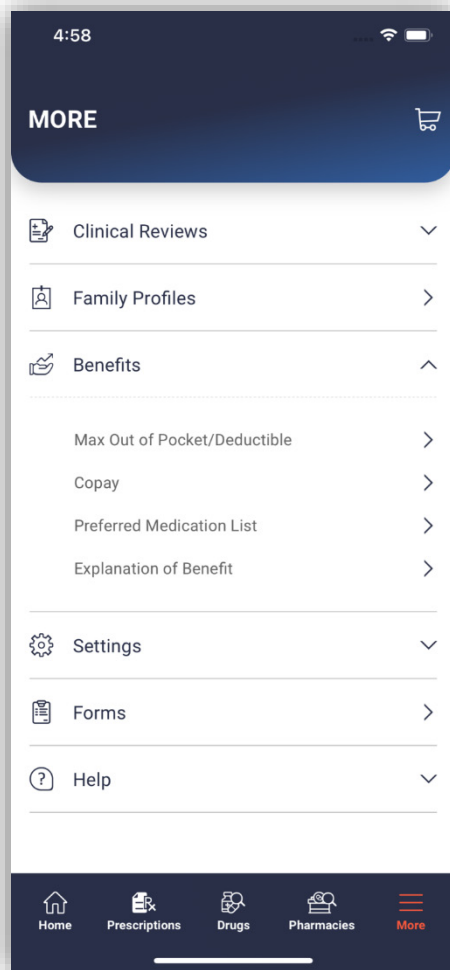


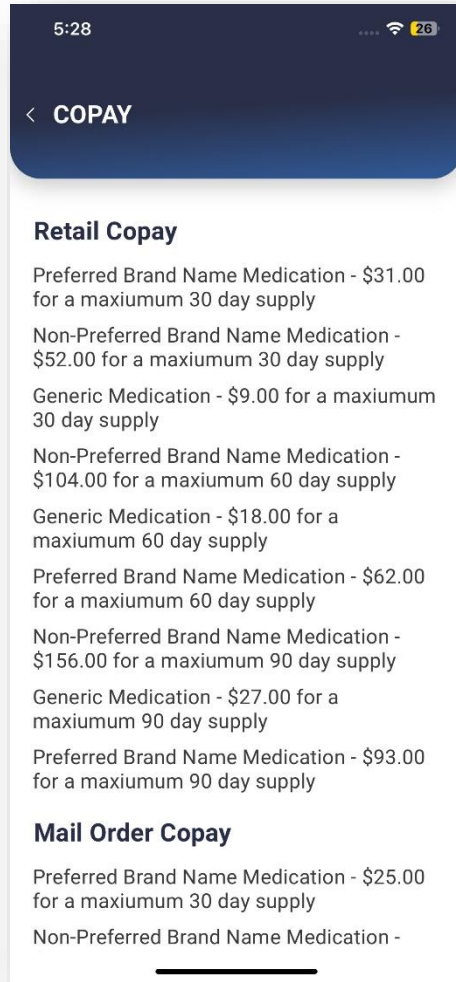
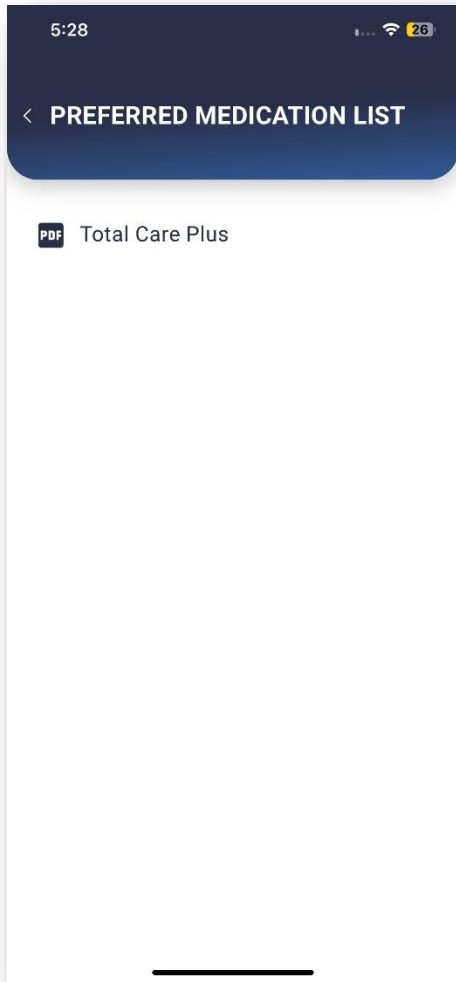
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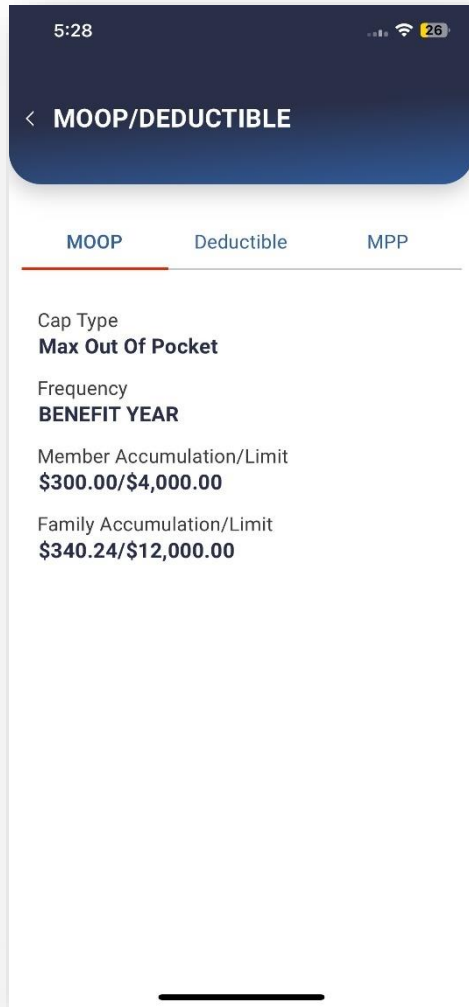
16 BENEFITS

The Benefits page shows the associated benefits. It shows different cards such as

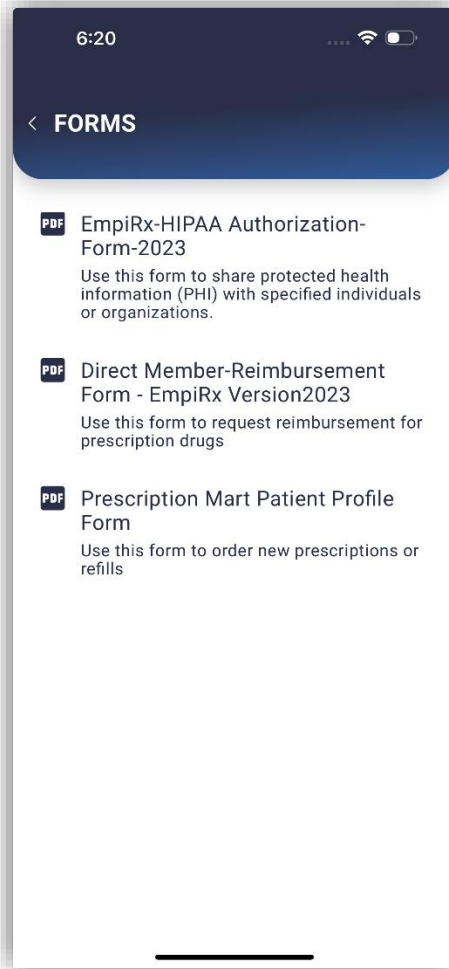
- Max out of pocket
- Deductible
- Max paid by plan.
- Preferred medication list
- Explanation of benefit
- Retail copay
- Mail order copay







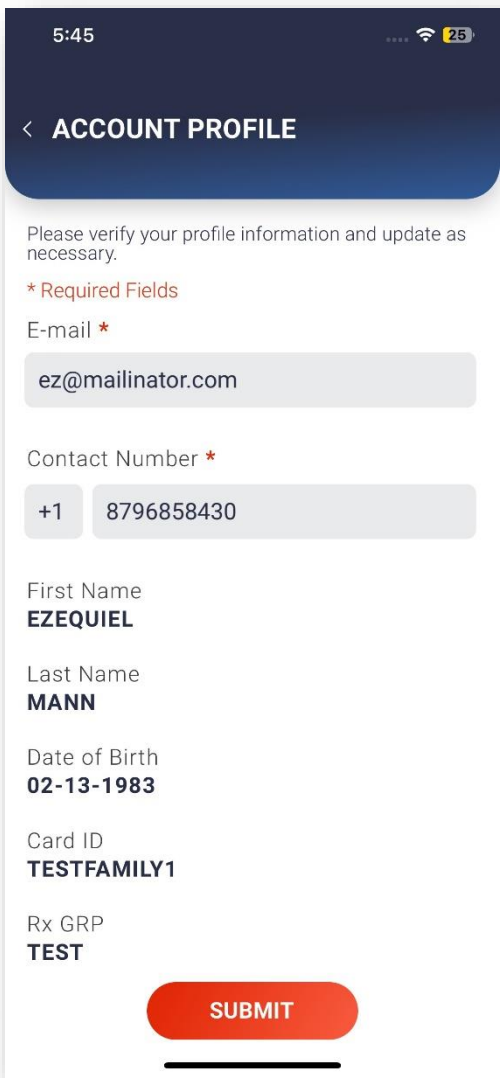
17 FORMS



The forms page allows the member to view/download or print the publicly available forms, such as EmpiRx HIPAA Authorization Form 2023, EmpiRx Direct Member Reimbursement (DMR) Form – EmpiRx Version 2023, and Prescription Mart Patient Profile Form.

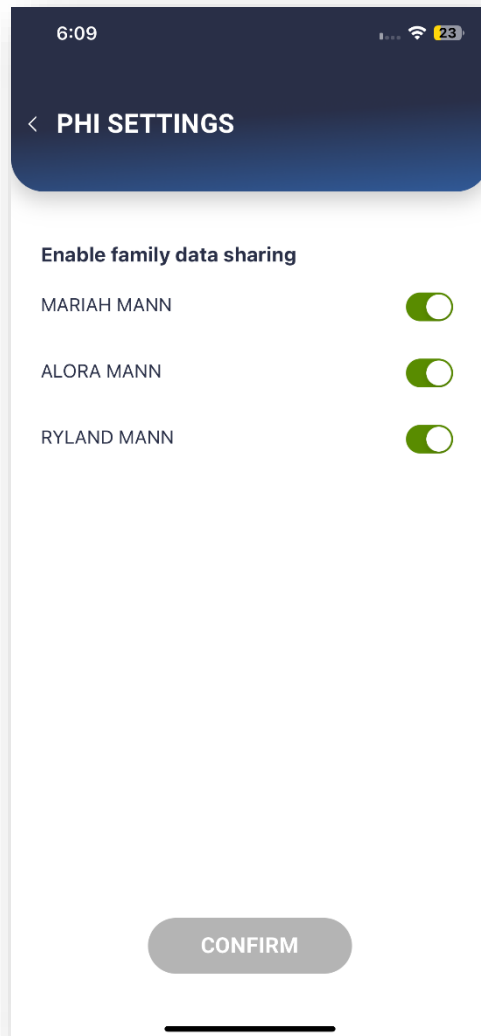
18SETTINGS

18.1 Account Profile



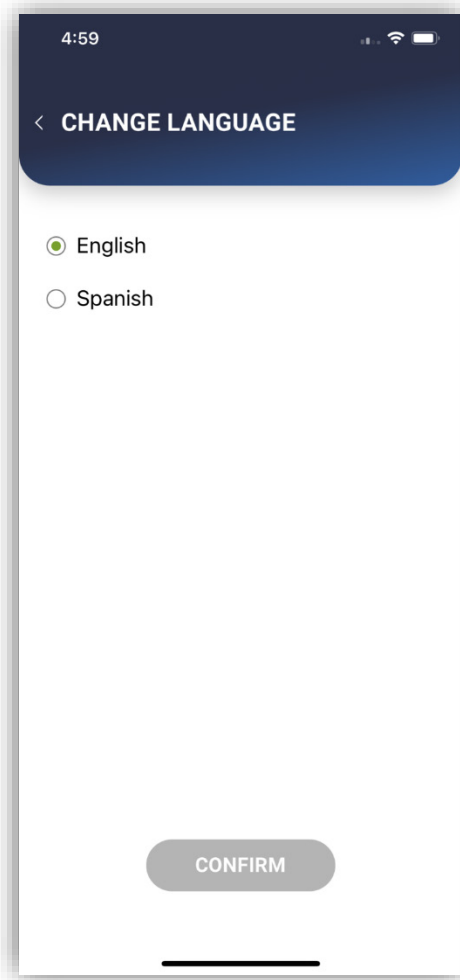
The account profile can be viewed by clicking on “Account Profile” menu under the settings menu. This opens a screen with profile information for current user. It allows the member to update the information, such as email address and mobile number.

18.2 PHI Settings



PHI settings allow sharing PHI information amongst the family members. The cardholder can share their PHI information with the spouse/domestic partner. Additionally, the cardholder can also share the PHI information of the underage dependents with the spouse/domestic partner. Whereas the spouse/domestic partner can share only their own PHI information with the cardholder.

18.3 Change Language

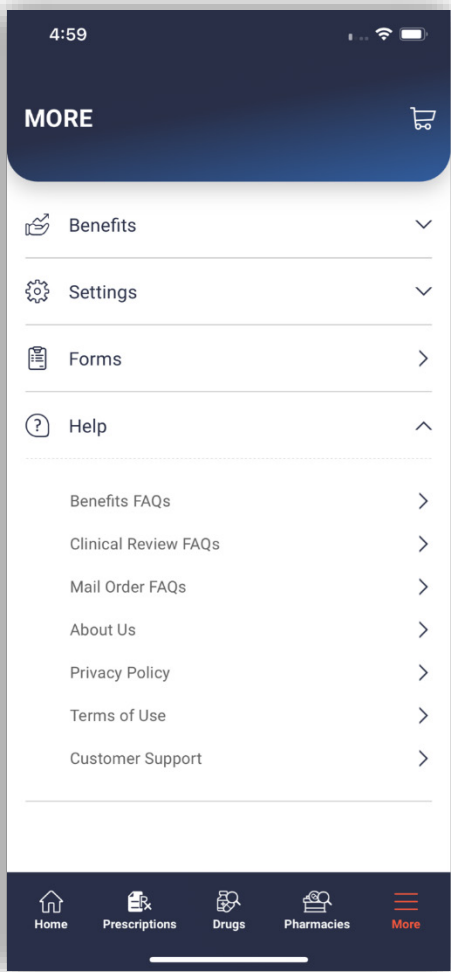


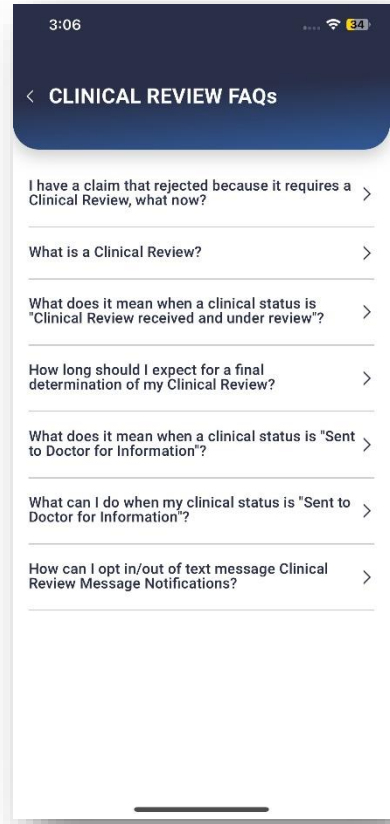
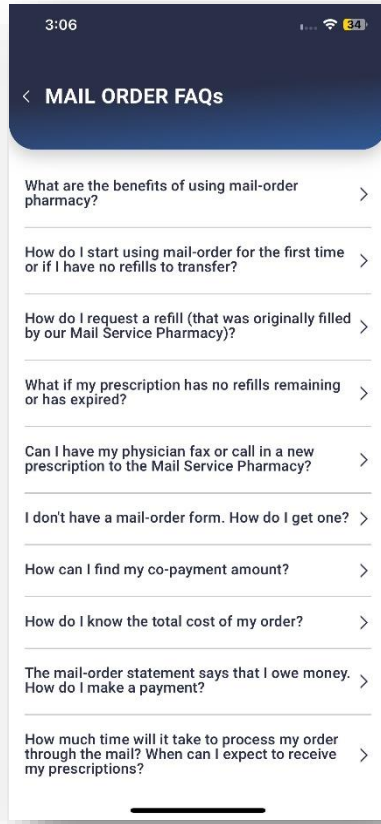
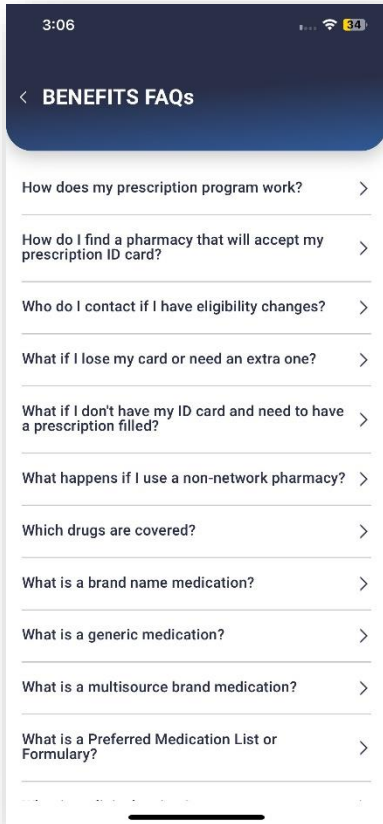
The member can change the language of the application by clicking the change language menu under the settings menu.

19HELP

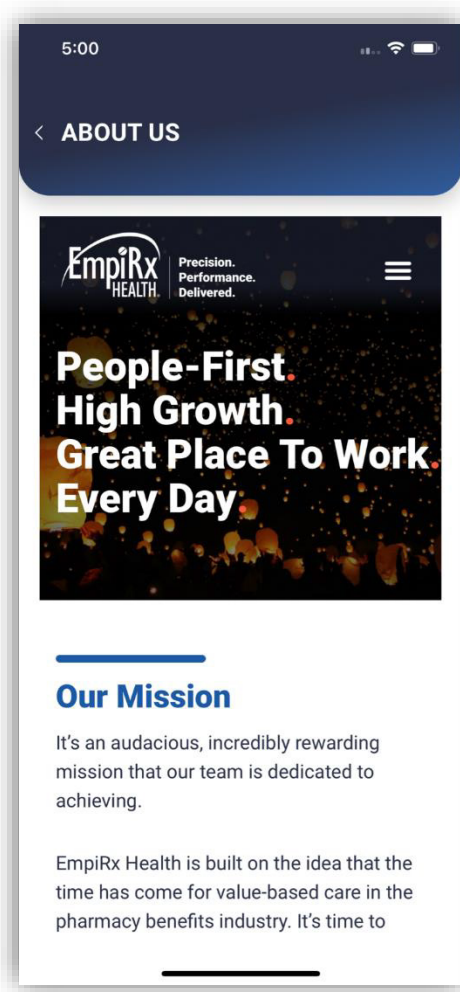
19.1 FAQs

The FAQ page available under the help menu allows the member to view the frequently asked questions and their answers. These questions are categorized into three categories namely Benefits FAQs, Clinical Review FAQs, and Mail Order FAQs.



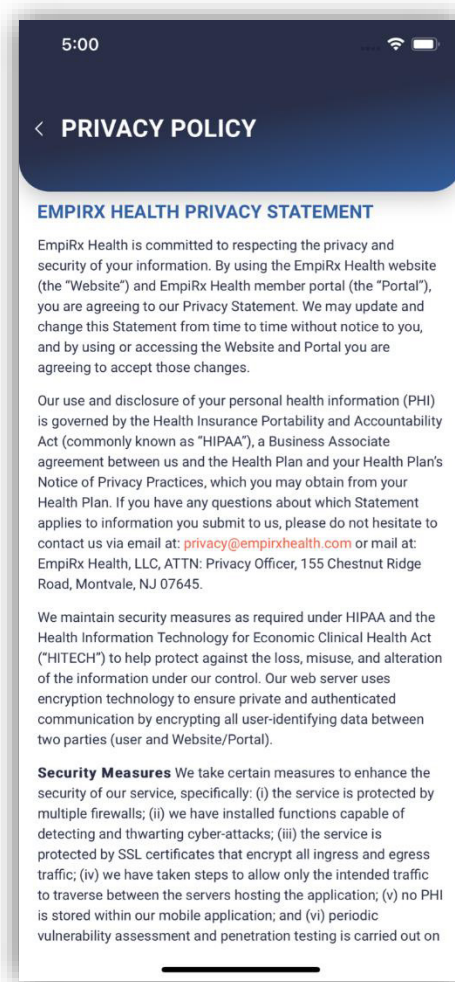


19.2 About Us



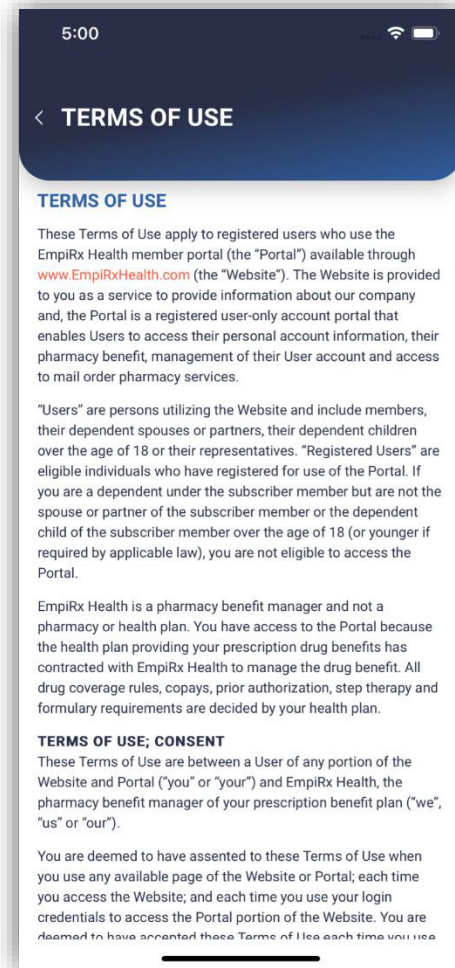
The “About Us” document can be viewed by navigating to the About Us page available under the help menu.

19.3 Privacy Policy



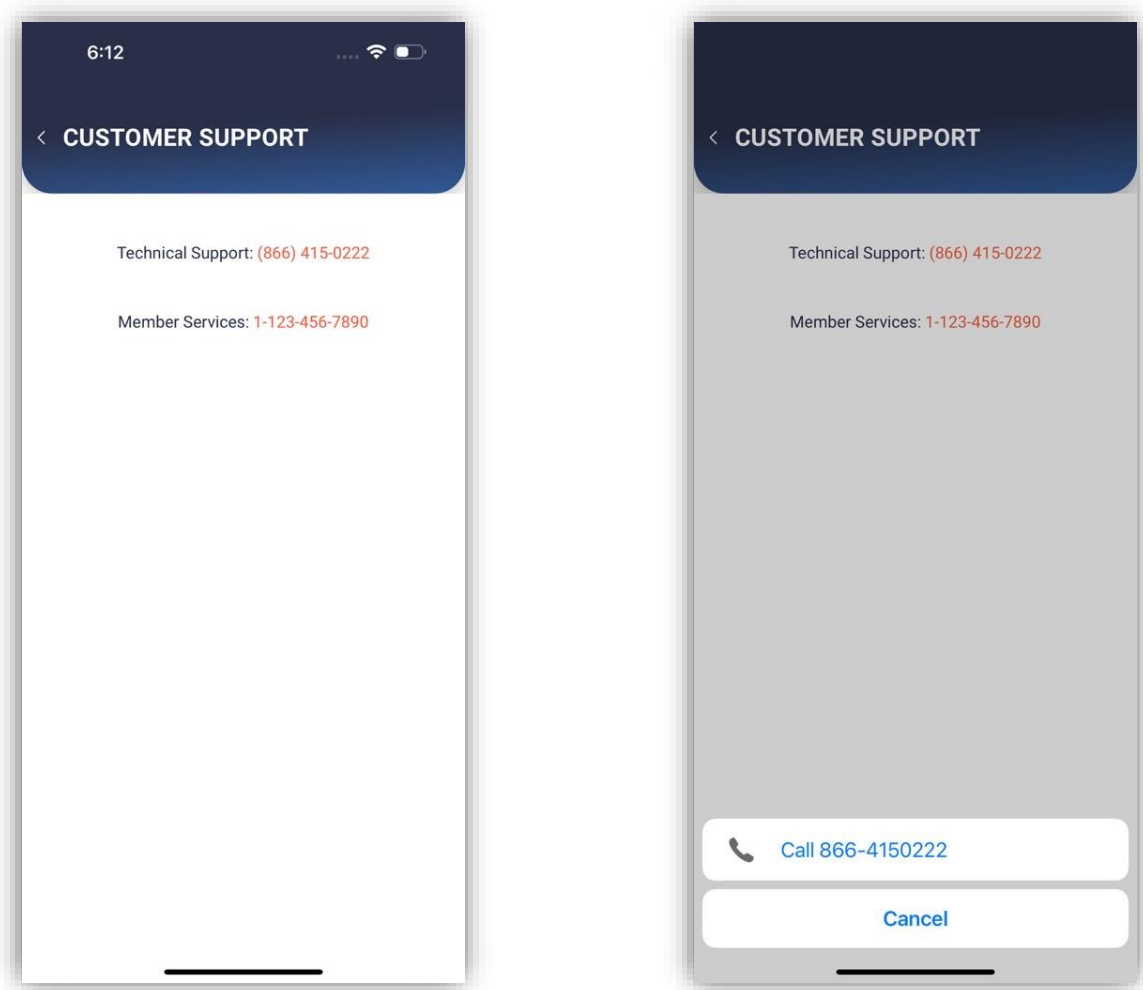
The “Privacy policy” document can be viewed by navigating to the Privacy Policy page available under the help menu.

19.4 Terms of use



The "Terms of use" document can be viewed by navigating to the Terms of use page available under the help menu.

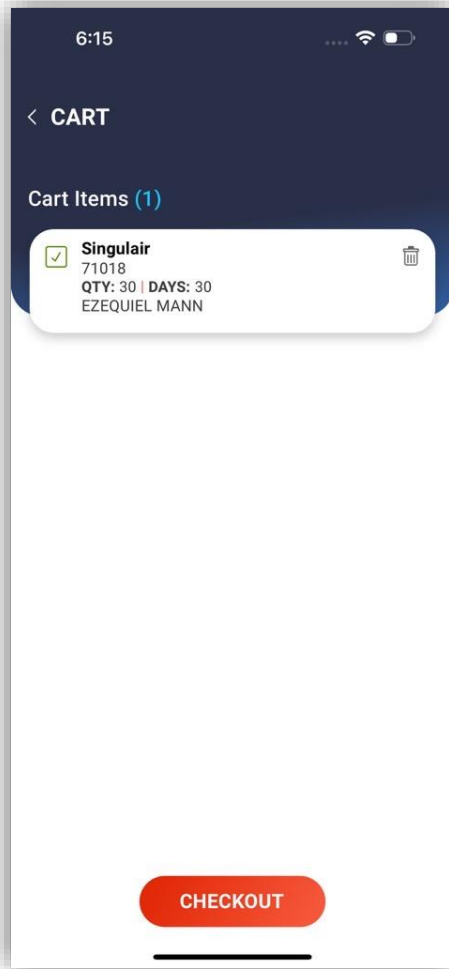
19.5 Customer Support



The members can reach out to customer support using the details available on the Customer Support page. This page is available under the help menu. It lists two numbers, one for Technical Support and the other for member services.

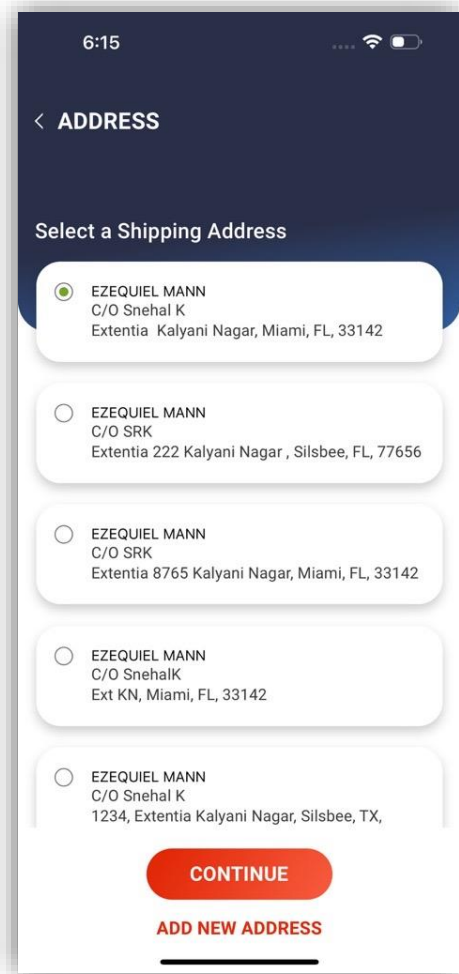
Tapping on any of the support numbers, allows the user to make a phone call from their device.

20CART FLOW

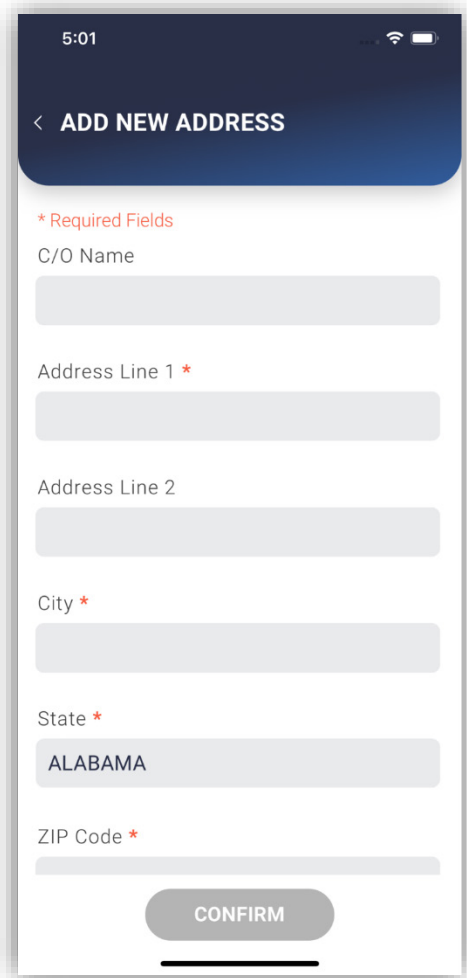


When the member request to refill or renew the prescription medicine from the prescriptions page by clicking on the “Refill” or “Renew” button, it gets added to the cart.

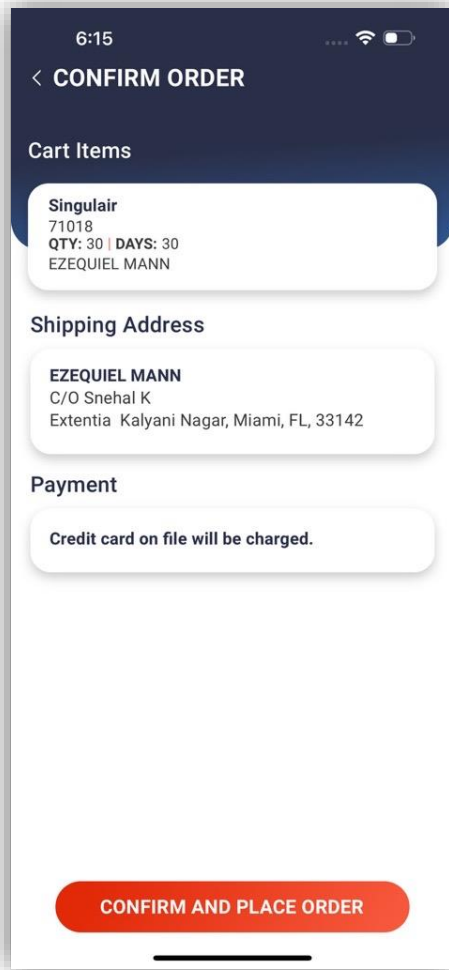
The cart page shows all the prescriptions added to the cart for refill or renew. It allows the member to checkout with one or more items in the cart. It also allows the member to remove items from the cart. Upon clicking checkout button, it navigates the user to the address page.



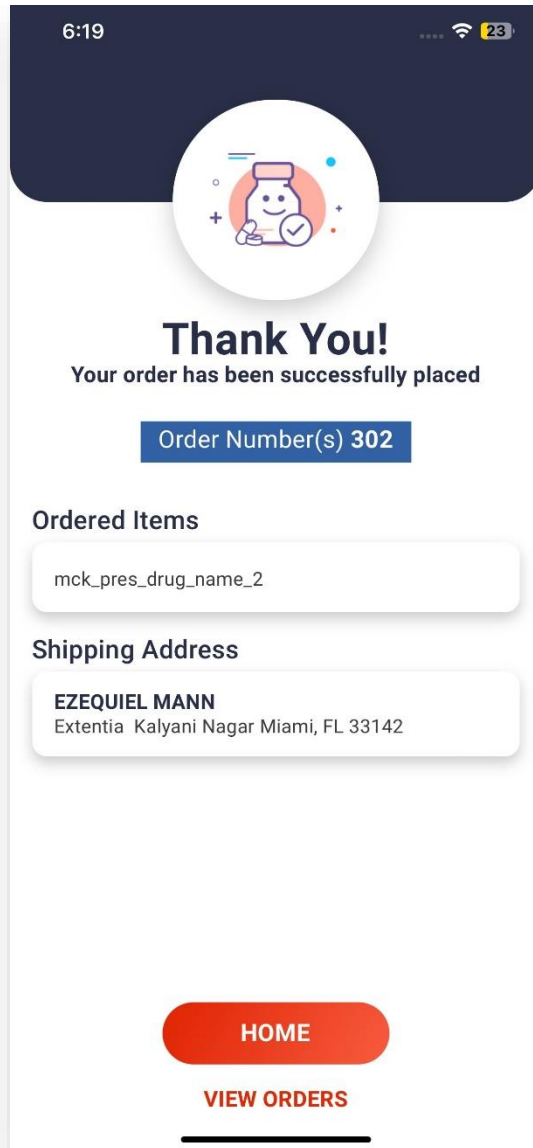
On the Address step, the member can select the address and proceed to payment. Additionally, the member can also add a new address if it is not listed already.



If the member chooses to add a new address, it shows a screen requesting the address information. When the member clicks the confirm button, the address is added to the user's mail order shipping addresses, and it is also shown on the shipping address step as selected address.

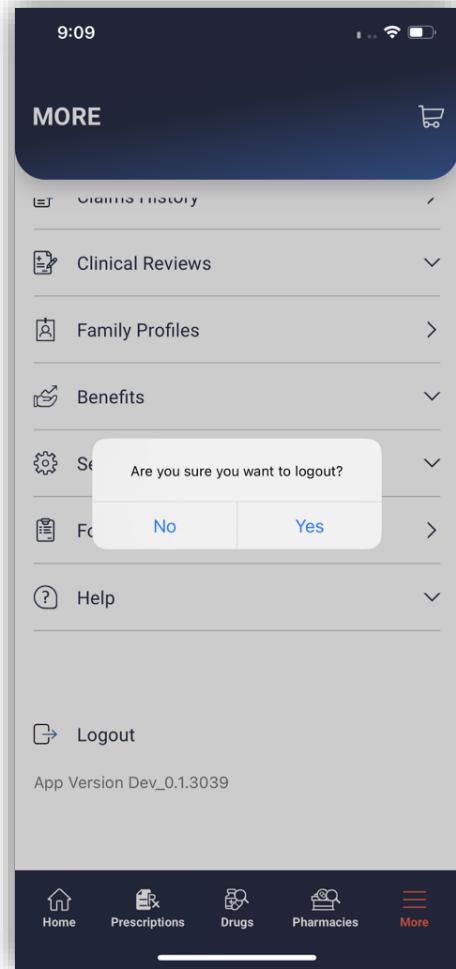
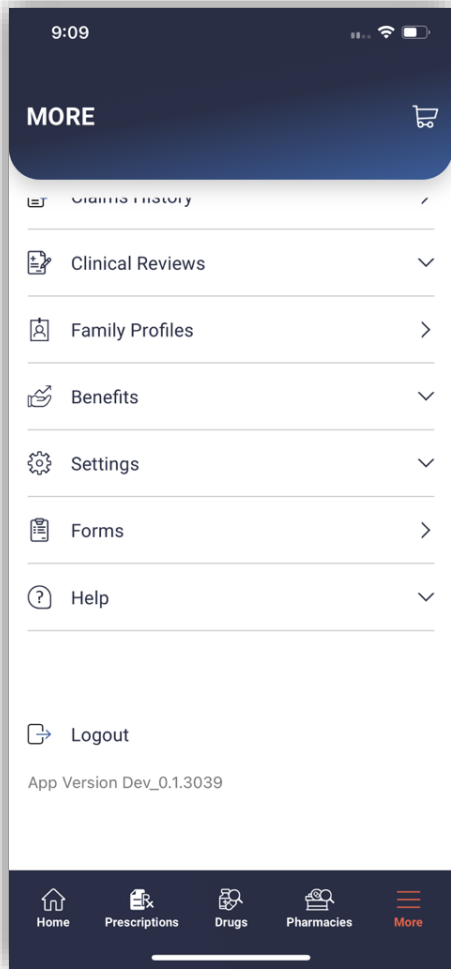


On the next step, the member can confirm the order details such as items being ordered, and the shipping address. Upon confirming the details, the member can place the order by pressing “Confirm and place order” button.



Upon placing the order, the app displays a success message along with the order summary that includes order number(s), ordered items, and shipping address. The member can navigate to home page or to the view orders page from this screen.

21 LOGOUT



The member can logout from the application by using the logout menu option on the side menu. The logout option confirms with a prompt before logging the member out.