

US-Rx Care Member Portal Quick Start Guide



Effective 1/1/2022

US-Rx Care is migrating to a new Member Portal effective 1/1/2022. To register, you will need your ID card, and the information listed below. You will also need your new **Rx Group Number**. If you cannot locate your Rx Group Number on your ID card, you can obtain it by calling member services at **800-323-0960** after 1/1/2022. *NOTE: Dependents over the age of 18 must register for their own accounts.*

URL: <https://usrxcare.com/Synovus/>

Click **Register** at the top right of the screen.



Register

To register you will need the following:

REGISTER

All fields except for the Prescription Number and Coverage Date are required. For more information about a particular field, click the ⓘ info button in the far right of the field.

First Name	ⓘ
Last Name	ⓘ
Member Id	ⓘ
Group Id	ⓘ
Date of Birth	ⓘ
Email Address	ⓘ
Phone	ⓘ
User ID	ⓘ
Password	ⓘ
Verify Password	ⓘ
Optional Fields	
Rx Number	ⓘ
12/17/2021	ⓘ

Member ID and **Group ID** can be found on your ID card or by calling 800-323-0960 after 1/1/2022.

You will create your User ID and Password. A Prescription Number or Rx Number can be found on your medication bottle or by calling Member Services after 1/1/2022 at 800-323-0960.

Home Page

The portal will give you access to view your prescription history, price check medications, find participating pharmacies, and review any member reimbursements.

The screenshot shows the US-Rx Care website home page. At the top left is the US-Rx Care logo. A navigation bar contains links for Home, About Us, Contact Us, Terms & Conditions, Privacy Policy, and HIPAA Notice. On the right of the navigation bar are links for 'A Edit Account' and 'Logout'. Below the navigation bar is a 'MEMBER LINKS' sidebar with buttons for Member Home, Mail Order Pharmacy, Specialty Pharmacy, Price Calculator, Participating Pharmacy, Formulary Search, Member Reimbursement, and Prescription History. The main content area is titled 'WELCOME' and features four sections: 'LOOK UP DRUG COSTS', 'FIND A NETWORK PHARMACY', 'SEE WHAT'S COVERED', and 'LEARN ABOUT YOUR DRUGS'. Each section contains a list of bullet points. At the bottom of the main content area, there is a paragraph of text regarding medication reprocessing.

MEMBER LINKS

- Member Home
- Mail Order Pharmacy
- Specialty Pharmacy
- Price Calculator
- Participating Pharmacy
- Formulary Search
- Member Reimbursement
- Prescription History

WELCOME

LOOK UP DRUG COSTS

- Use the price calculator to look up your cost for covered drugs
- Go to downloads to see if any lower cost alternatives are recommended for a prescription drug you are taking

FIND A NETWORK PHARMACY

- Participating in network pharmacies are easy to find by zip code search
- Find pharmacies likely to have the lowest cost for your medications at member.usrxcare.com

SEE WHAT'S COVERED

- Download a list of commonly prescribed drug by therapy category
- Use the drug cost look up to find your cost for covered drugs

LEARN ABOUT YOUR DRUGS

- Get information about particular drugs
- Access your prescription history for medications processed through US Rx Care

If you paid for a medication without using your benefit card, give your card to the pharmacy and ask them to reprocess your prescription through the plan. Any amount you over paid will be refunded to you by the pharmacy. Individual pharmacies have their own policies as to how long after dispensing a drug they can reprocess a prescription. The typical range is 7-14 days.

Mail Order

The screenshot shows the 'MAIL ORDER PHARMACY' section. It features a title 'MAIL ORDER PHARMACY' at the top. Below the title is a text block explaining the benefits of mail order, an image of a white pharmacy bag, and a text block about taking advantage of the service. On the right side, there is a light blue box with the text 'YOUR MAIL ORDER PHARMACY LINKS PHONE' and a mouse cursor pointing at it.

MAIL ORDER PHARMACY

Your plan may give you the benefit of receiving larger quantities of medications by mail than what is available through a retail pharmacy. This means fewer prescriptions to fill and fewer hassles.

Medications that are taken on a long-term, regular basis can be delivered BY MAIL, postage paid, right to your home, with no time spent standing in long pharmacy lines.

Take advantage of this convenient way to receive your prescriptions. For initial orders, select the Main Website link to the right to be directed to your Mail Order Pharmacy provider website.

YOUR MAIL ORDER PHARMACY LINKS PHONE

Participating Pharmacies

PARTICIPATING PHARMACY

You can search for a participating pharmacy in a variety of ways. The Participating Pharmacy Locator is a listing of all contracted pharmacies. Please search for pharmacies using one of the options below.

Note: Select medications such as Specialty Biologics and Injectable Drugs may be delivered to you from a US-Rx Care designated Specialty Pharmacy. In these cases, US-Rx Care will notify your doctor where to send your prescription and the pharmacy will contact you to arrange for shipment.

The image shows a screenshot of a web interface for finding participating pharmacies. It is divided into two main sections: 'SEARCH BY CITY' and 'SEARCH BY DISTANCE'. The 'SEARCH BY CITY' section includes a label 'Select your state:', a dropdown menu currently showing 'Alaska', and a 'Search' button. The 'SEARCH BY DISTANCE' section includes a label 'Enter your Zip Code:', an empty text input field, a label 'Specify the approximate range:', a dropdown menu currently showing '10 miles', and a blue 'Search' button.

SEARCH BY CITY

Select your state:

Alaska ▼

Search

SEARCH BY DISTANCE

Enter your Zip Code:

Specify the approximate range:

10 miles ▼

Search