



US-RX CARE MEMBER PORTAL QUICK START GUIDE

To register for the online member portal, you will need the cardholder ID on your benefits card. You will also need your **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. *NOTE: Dependents over the age of 18 must register for their own accounts.*

Below are instructions for registering in the US-Rx Care Member Portal:

1. Visit <https://usrxcare.com/Synovus/>
2. Click on Active Members Login under Member Info.

Member Info

Active Members Login

3. Click on Register at the top right of the screen:

 **Register**  **Login**

4. Complete all fields. Click on  for a definition of fields.

Rx Group Id
Enter the group id/
number that is shown
on your Member card.

Password
Enter the password you will
use to access the account.
Your password must be
at least eight characters
long and can consist of
letters, numbers or special
characters like @#\$%^&*.
The password **MUST**
contain at least one letter,
one digit and one special
character.

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	ⓘ
Rx Group Id	ⓘ
Date of Birth	ⓘ
Email Address	ⓘ
Phone	ⓘ
User ID	ⓘ
Password	ⓘ
Verify Password	ⓘ

Member Id
Enter the subscriber
number that is shown
on your Member card.

User ID
Enter your own user
id that you will use to
access the Member
Website. You can use
any id you like, but
it can only consist of
letters and numbers
and must be at least 8
characters long.

5. Optional Fields are not required to register.

Optional Fields

Prescription Number	i
Coverage Date 01/07/2022	i

6. Click

Register

7. If you forgot your password, on the **LOGIN** screen, press **Forgot Your Password?**

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Register Login

LOGIN

User ID

Password

Login

Forgot Your Password?

Coverage Date
01/12/2022

Enter your information under **FORGOT PASSWORD** and press **Submit** and a password will be sent to your email on file.

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Register Login

FORGOT PASSWORD

This form will allow you to reset the password on your account. Please enter the values in the fields below and click Submit. Your password will be reset and sent to the email address that you specified on your account.

First Name

Last Name

Date of Birth

User ID


Submit

If you forget your User Id, you can **register again** and use a different user ID. Make sure you write it down so you can remember it. You can use the same email address you used originally.

Once you have registered, you will be on the Home Page.

Home Page

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



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[Edit Account](#)[Logout](#)

MEMBER LINKS

[Member Home](#)[Mail Order Pharmacy](#)[Price Calculator](#)[Participating Pharmacy](#)[Member Reimbursement](#)[Prescription History](#)[Downloads](#)

WELCOME

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 [www.usrxcare.com/member](#)

LEARN ABOUT YOUR DRUGS

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

LOOK UP DRUG COSTS

- Use the price calculator to look up your cost for covered drugs

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 overpaid 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.