

### Empowering Members with Real-Time Tracking Access for Clinical Review Status

BeneCard PBF believes that the use of technology better enhances our clients' and members' service experience in all aspects of your prescription benefit program. That's why we now provide real-time tracking alerts through email and text messaging for those whose medication(s) require a clinical review.

#### **What is a clinical review?**

BeneCard PBF pharmacists perform clinical reviews to evaluate the safety and appropriateness of a medication based on FDA guidelines and the pharmaceutical company's packaging label. A clinical review can apply to programs such as drug utilization review (DUR), prior authorization, step therapy, quantity limits, and specialty medication protocols.

#### **Why provide real-time electronic clinical review updates?**

Clinical review updates delivered in real-time through email and text message alerts provide us with a much more efficient way to communicate to you the status of any of your medications that may require a clinical review. Rather than waiting for a letter delivered through a parcel service, you can now quickly receive up-to-date information during the review process --- after receiving a message alert, you can check the status of the given medication's clinical review at any time and from anywhere, whether on your computer or your mobile device.

#### **How do clinical review alerts enhance the review process?**

Providing you with access to see the current stage of your clinical review gives you the ability to play an active role in the process. For example, if you see that we have requested additional information from your doctor, you can reach out to them directly to confirm the request is being addressed, or that information has been sent. This can open a dialogue between you and your doctor in case there are any additional steps you may need to take (such as getting new blood work done), this in turn may assist in speeding up the entire process.

The hope is also that the clinical review alerts will allow you to gain a better understanding of the clinical review process. You can track each step from start to finish, taking the mystery out of clinical reviews and easing your concerns about your medication's clinical review status.

#### **How can members track the clinical review process?**

You can access clinical review updates for your medications via our online member portal at [www.benecardpbf.com](http://www.benecardpbf.com).

After registering at [www.benecardpbf.com](http://www.benecardpbf.com) and logging into the member portal, you can select what types of notifications you wish to receive by clicking on the "My Account" tab and then selecting "My Account Settings". From here, you will have to enter your email and mobile phone information to activate clinical review notifications for emails and/or text messages. Once you activate either or both notifications, you will receive an email and/or text each time the status of a clinical review for your medication is updated. These notifications contain no personally identifiable health information and will direct you to log on to the member portal for more details.

Please refer to the reverse side of this document for our member web registration tutorial. You can refer to this tutorial to help guide you through registering for the member web portal at [www.benecardpbf.com](http://www.benecardpbf.com) and setting up your email and text message alert notifications.

# Stay Connected.

## Register at [www.benecardpbf.com](http://www.benecardpbf.com)

Fast. Easy. Secure. Create your online member account to access helpful tools:

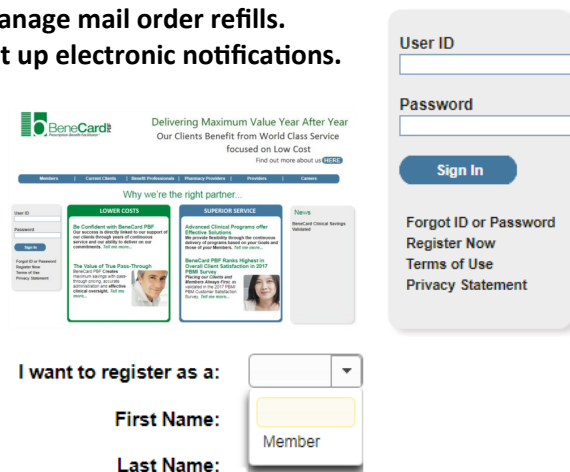
- Find a pharmacy.
- See savings opportunities.
- Check copay and coverage details.
- Review your prescription history.
- Manage mail order refills.
- Set up electronic notifications.

### Get started with three simple steps.

- 1) Visit [benecardpbf.com](http://benecardpbf.com) and click on “Register Now” under the user login fields.
- 2) Under “I want to register as a” select “Member.” Be sure to have your member ID card ready.
- 3) Complete all required fields and click “Submit.”

☒ I have read and agree to the [Benecard Terms of Use](#) and the [Benecard Privacy Statement](#).

**Submit**



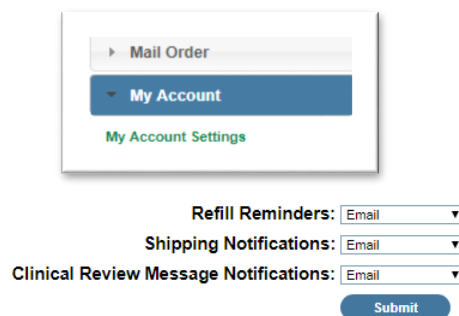
The image shows a sequence of three screenshots from the Benecard PBF website. The first screenshot is the homepage with the 'Register Now' button highlighted. The second screenshot shows the registration form with 'I want to register as a' set to 'Member'. The third screenshot shows the login fields for User ID and Password, with links for 'Forgot ID or Password', 'Register Now', 'Terms of Use', and 'Privacy Statement'.

**Once you’ve submitted your information, you’ll be asked to activate your account. Do not skip this step. It’s necessary to keep your information secure.**

- 1) Check your email for a message from BeneCard PBF.
- 2) Open the message and click the activation link.
- 3) Verify your account by entering your password and answering your security question. Then click “Submit.”

**Now that your account is active, you can turn on refill reminders and mail order shipping notifications, plus clinical review email and text notifications.**

- 1) Go to “My Account” and click “My Account Settings.”
- 2) Select the notifications you’d like to receive.
- 3) Click “Submit.”



The image shows the 'My Account Settings' form. It has a sidebar with 'Mail Order' and 'My Account' (selected). The main area has three notification settings, each with a dropdown menu set to 'Email': 'Refill Reminders', 'Shipping Notifications', and 'Clinical Review Message Notifications'. A 'Submit' button is at the bottom.

For help with your BeneCard PBF account, contact member services 24 hours a day, 7 days a week, 365 days a year, using the number on the back of your member ID card. We look forward to serving you.