



## Frequently Asked Questions About the Member Portal

WellDyneRx makes it easy to understand and manage your pharmacy benefits through our secure online member portal, myWDRX. We know you may have questions, though, so here are answers to some commonly asked questions about the WellDyneRx member portal.

### Do I need to register to access the member portal?

Yes. You must register to use the tools on **www.myWDRX.com**. If you haven't already done this, here's how:

1. Go to **www.myWDRX.com**. Click on "New Member? Start Here."
2. Complete the registration form.
3. Create a username and password. We suggest using your email address as your username so it's easy to remember.
4. Accept the Terms of Use.
5. Click "Register Now."

### What information can I find on the member portal?

WellDyneRx's member portal provides a variety of helpful features that make it easy to manage all aspects of your prescription drug benefit:

- **Order medicines:** Order your medicines online, anytime, anywhere
- **See benefit details:** View your current copay amounts and other benefit information
- **Manage your health:** View active prescriptions and find information on medications and health conditions
- **Manage your profile:** Manage your account, print temporary ID cards, or see a complete prescription history
- **Check order status:** Access up-to-date order information 24 hours a day, 7 days a week
- **Find drug alternatives:** Compare drug prices to see if you can save
- **Locate a pharmacy:** Find a participating pharmacy near your location
- **Estimate copay cost:** See how much you may pay
- **Get answers:** Browse frequently asked questions, or submit a question to a pharmacist

### Who can register for a member account?

Anyone who has WellDyneRx prescription benefits can register for an account. To use WellDyneRx's Prescription Delivery Service, each individual plan member (including your spouse and minor dependents) will need to register and open a separate account. We do not offer family accounts at this time.

### Can I access spouse or dependent information from my account?

No. Because we do not offer joint or family accounts, you will not be able to access your spouse's or dependents' information from your account. Separate accounts must be created for each individual included on the benefit plan.

## Can I store more than one shipping address in my account?

Yes. To add an address to your account, go to "Update/Edit Profile." Select "Shipping Info," then click "Add New Address." Please indicate whether the address is your default shipping and/or billing address, then press "Save Address." We are currently unable to deliver to P.O. Box addresses, unless you have rural delivery service.

## Can I store more than one payment option in my account?

Yes. We currently accept Visa, MasterCard, Discover, and American Express, as well as Flexible Spending Accounts (FSAs) and Health Savings Accounts (HSAs). To add a new payment option to your account, follow the steps below:

1. Go to **www.myWDRX.com** and select "Edit Profile," located in the upper right corner of the screen.
2. Under "Credit Card Info," click "Add New Card." From there, you will be redirected to the WellDyneRx Secure Card Center, where you will submit and confirm your payment information. Payment information may also be added to your account at checkout. At this time, we do not accept ACH payments from your savings or checking accounts on the member portal.

## Is the information in my account secure?

Yes, WellDyneRx secures your personal information from unauthorized access, use, or disclosure in a controlled and secure environment. Your personal health information is private and protected by HIPAA rules and regulations.

## Can I check the status of my prescription in the member portal?

You can check prescription status if you have registered for WellDyneRx's Prescription Delivery Service. Once you have registered, you can access the following information:

- Number of refills remaining
- Prescription expiration date

- Dosage
- Days supply
- Date of next available refill

## Can I check the status of my order in the member portal?

Yes, if you have registered for our Prescription Delivery Service. To check order status, go to **www.myWDRX.com**. Click "Manage Prescriptions" and select "Order Status & History," and you will see the current status of your order, including:

- Order received
- Order in progress
- Preparing for shipment
- Please call
- Order shipped
- Prescription on file

An order alert section at the top of the page lets you know if we have any issues with your prescription orders.

## What is Prescription Delivery Service?

The WellDyneRx Prescription Delivery Service is a convenient and cost-effective way for you to order up to a 90-day supply of medication for delivery to your home or business, saving you time and money.

## Can I access the member portal from my mobile device?

Yes, you can request a refill or check the status of your prescription from your mobile device. You will need your prescription number and date of birth to access this information.

## Can I receive email or text notifications from the member portal?

Yes, you can receive emails about the status of your prescription orders, benefit changes, medication notices, and/or U.S. Food and Drug Administration notices. You can change or update your communication preferences by signing in to your account and clicking on "Update/Edit Profile." WellDyneRx currently offers the following options for communication: email, text, and automated telephone messages.

