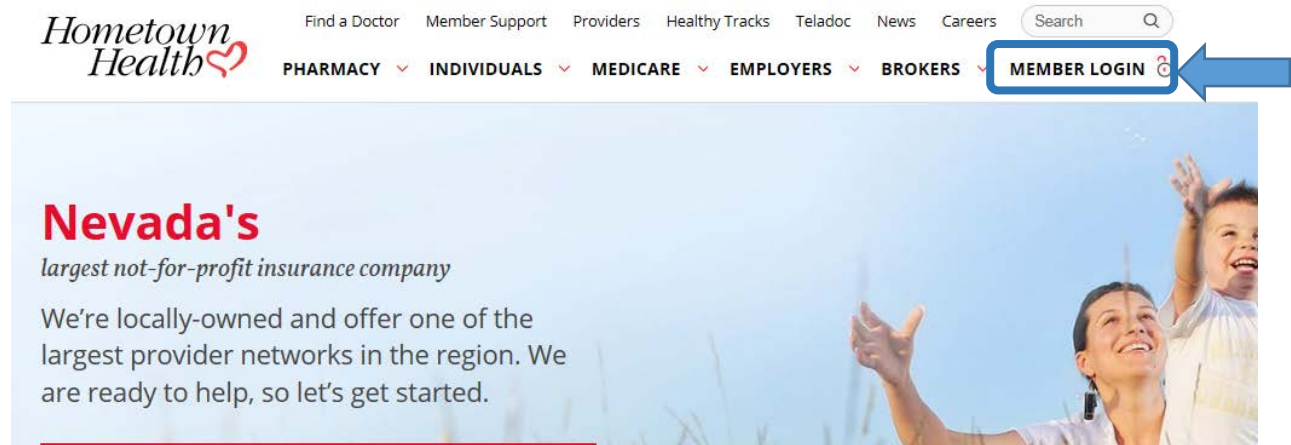


MAXOR (MXP) PRESCRIPTION MAIL ORDER PROGRAM MEMBER ACCOUNT SET UP

1. Go to Hometown Health website at www.HometownHealth.com. Select “Member Login” found at the top right side of the page.



2. If you do not already have a **My Benefits Coverage** account, please follow the directions to set up a new account. You will need your Member ID number to set up the account.

[Sign in](#) | [Create Account](#)

The screenshot shows a 'Login' form. At the top, there is a link for 'Login to My Benefits Coverage'. Below that are two input fields: 'Email / Username*' and 'Password*'. A blue 'Login' button is positioned below the password field. To the left of the 'Login' button is a 'Create Account' button, which is highlighted with a blue box. To the right of the 'Create Account' button is a 'Forgot Password?' link. At the bottom of the form are two links: 'Privacy Policy' and 'Disclaimer'.

Select “**Create Account**” and follow the instructions

Once you have created an account, or if you have an existing account, proceed to next step. You may be asked to enter a [Confirmation Code](#), which will be emailed to the email address account that you have registered with.

Enter confirmation code

* Required fields

Please check your email and enter the confirmation code below to confirm your identity.

Confirm

Didn't receive a code?

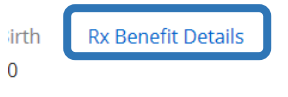
Resend Code

Enter the code provided to move to the next step.

3. After accessing your [My Benefits Coverage](#) account, scroll down the page and select [My Rx Benefits](#).



4. From the next screen, showing [Covered Members](#), select [Rx Benefit Details](#). This will take you to the Maxor link and information.



- When you arrive at the Member Features screen, as shown below, you will have access to all available actions through Maxor (MXP). You will need to set up and confirm shipping address(es) as well as credit card (and flexible spending or health savings account cards) information.

You can review, price, order, and reorder prescriptions using this resource. If you need additional guidance or have questions, please refer to the helpful FAQ on the final pages of this document.

Member Features Click a Feature Below



[Visit HometownRx Site](#)

[Contact Us](#)

Compliance Hotline 800-611-5097

6. If you would like to order your prescription via US postal mail, please use the [MXP Pharmacy Mail Order Form](#) found on the Hometown Health website, and send to **MXP Pharmacy, PO Box 32050, Amarillo, TX 79120.**

You can locate the [New Member Mail Order Form](#) and other member [Pharmacy Forms](#) at the following [link \(https://www.hometownhealth.com/pharmacy-forms/\)](https://www.hometownhealth.com/pharmacy-forms/) on our website, as shown below.



[Find a Doctor](#) [Member Support](#) [Providers](#) [Healthy Tracks](#) [Teladoc](#) [News](#) [Careers](#)

[PHARMACY](#) [INDIVIDUALS](#) [MEDICARE](#) [EMPLOYERS](#) [BROKERS](#) [MEMBER LOGIN](#)

Pharmacy Forms

[HometownRx Medication Request Form](#)

This form is to be used by participating physicians and providers to obtain coverage for a formulary drug requiring prior authorization (PA), a non-formulary drug for which there is no suitable alternative available, or any overrides of pharmacy management procedures such as step therapy, quantity limit, or other edits.

[HometownRx Commercial Prescription Drug Claim Form](#)

HometownRx makes reimbursement decisions based on the contract we have with the pharmacy where your medication was purchased. Therefore, we will only reimburse up to the amount that HometownRx would have paid if the prescription drug was purchased using your insurance policy. Our contracted amount could be less than the amount you were charged. Reimbursement decisions are also made based on your insurance policy co-pay or coinsurance.



[New Member Mail Order Form](#)

Use this form to set up your mail order account.

[Authorization to Disclose Protected Health Information Form](#)

Use this form to allow release of your Personal Health Information to family members.

Contact HometownRx Today

Phone: 844-373-0970

Fax: 866-521-9916

Hometown Health Office Hours:

Monday - Friday, 8:00 am - 5:00 pm

10315 Professional Circle, Reno, NV 89521

E-mail: Pharmacy-HometownHealth@hometownhealth.com

Frequently Asked Questions:

How do I pay for my prescriptions?

- Contact HometownRx Member Services at 844-373-0970 to add or update your credit card information.
- If you are mailing in your prescriptions, you can send a check, money order, or credit/debit card information along with your MAIL ORDER FORM. Orders cannot be processed without payment.
- Please note that orders cannot be processed without payment.

How will my prescription order be mailed to me?

- Your medications are delivered via first-class mail by the US Postal Service.
- We offer expedited shipping through UPS or FedEx for an additional fee. Please note that UPS or FedEx requires a physical address and will not deliver to PO Boxes.
- Refrigerated medications, such as insulin, are shipped UPS or FedEx overnight at no additional cost to you.

How long does it take to receive my prescriptions?

- You should receive your medication within five business days from the time MXP Pharmacy receives and processes your prescription. Note: It may take longer to receive your order if a prescription requires intervention (i.e. prior authorization).
- You can check the status of your order through MXP Pharmacy in the HometownRx Member Portal under the Mail Order Refills tile or by contacting HometownRx Member Services at 844-373-0970.

What happens if my prescription requires a prior authorization?

- If your prescription claim rejects at MXP Pharmacy due to a prior authorization, we will obtain the necessary information to process the request and reach out to you if needed.
- Typically, this process takes up to 3-7 business days, depending on how quickly the required information is obtained from your physician.
- If you have any questions regarding the status of a prior authorization request, please call HometownRx Member Services at 844-373-0970

What happens when my prescription is out of refills?

- When your prescription has no refills remaining, we will contact the prescribing doctor for a new prescription.
- If you have changed physicians since you last filled your prescription, please contact your physician to request a new prescription.

May I fax or email new prescriptions?

- Only your doctor can fax, electronically submit, or call in new prescriptions.

How do I refill my prescriptions?

There are several options available for ordering refills:

- Since your plan utilizes Maxor for Mail Order services, click the My Maxor Refills Tile. Select your shipping address, prescriptions you want refilled, and click Review Order. Confirm your details, and click Submit Now.
- Members can call 844-373-0970 and follow the menu instructions to refill medications or to speak with a Member Advocate about refills.
- You may print a MAIL ORDER FORM from the MaxorPlus website and mail it to the pharmacy, along with your prescription and payment. Please include a check, money order, or fill out the credit/debit card section on the form. Our mailing address is: MXP Pharmacy, PO Box 32050, Amarillo, Texas 79120-2050.
- The earliest refill date is printed at the bottom of your prescription bottle.

Note: You may be asked for your prescription number when discussing refills. It is a number, beginning with a 92, found at the top left corner of your prescription bottle. The prescription number will remain the same until your refills run out.

Helpful Tips:

MXP Pharmacy may need to obtain a new prescription from your physician due to certain scenarios. The most common reasons would be a prescription with no refills remaining or any changes to a current prescription.

Please make sure your address is correct when filling a prescription at MXP Pharmacy. To change or update your address, visit our website at www.maxorplus.com or call HometownRx Member Services at 844-373-0970.