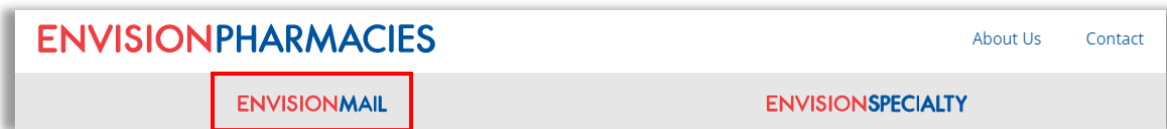


Our web portal allows our members access to many conveniences such as checking their order status, ordering and refilling prescriptions, viewing their order history, managing dependents and online payments.

There are five easy steps in the registration process that member's must complete to being utilizing home delivery services offered via the EnvisionPharmacies web portal. *During the registration process, all fields marked with a red asterisk (*) designate required information. If a field with a red asterisk (*) is not properly filled in, the user will be unable to move forward until the field is corrected.*




To begin, the user must visit [EnvisionPharmacies.com](https://www.envisionpharmacies.com) in a web browser of their choice. This directs the user to our landing page. From here, the user will need to select the EnvisionMail link at the top of the page.



New web users will then select the ENROLL NOW button to be directed through the registration process. Detailed instructions for new registration begin on page two (2). Existing web portal users can select the SIGN IN button to be directed to login to the secured portion of our website.


Great service, affordable prescriptions, convenient home delivery – all in one pharmacy

With EnvisionMail service, no matter where you are in the U.S., your medications are delivered safely to your door with free, standard shipping.

 **Already a customer? Sign in!**

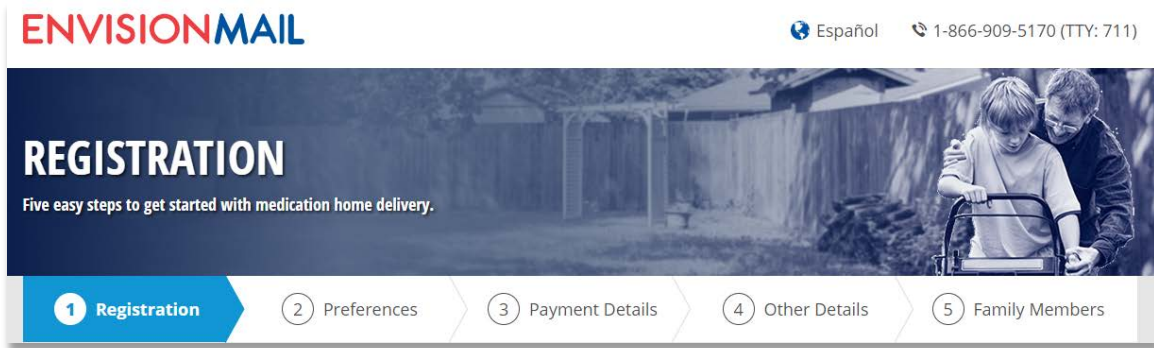
Order your prescriptions, check order status or see your order history all in one place.

SIGN IN

 **Easy online enrollment**

No more driving to the pharmacy, long lines or delays. Enroll online or call: 1-866-909-5170 (TTY: 711)

ENROLL NOW



Step 1: Registration

* Indicates required information.

1. **ABOUT ME** Once all fields are completed, the user must press CONTINUE to move on.
 - a. Member ID* (This is the ID number located on the user's prescription benefit card)
 - b. First Name*
 - c. Last Name*
 - d. Date of Birth*
 - e. Gender (Defaults to Select Gender)
 - i. Male
 - ii. Female
 - f. Relationship*
 - i. Self/Cardholder
 - ii. Spouse
 - iii. Child
 - iv. Other
 - g. Language (Defaults to English)
 - i. English
 - ii. Español

2. **ACCOUNT INFORMATION** Once all fields are completed, the user must press CONTINUE to move on.
 - a. Create Username* (This is a unique name you will use when signing into the website.)
 - b. Create Password*
 - i. Minimum of 8 characters
 - ii. At least one uppercase letter (A-Z)
 - iii. At least one lowercase letter (a-z)
 - iv. At least one base 10 digit (0-9)
 - v. At least one special character (example: !, @, #, \$, %, etc.)
 - c. Confirm Password* (If entered incorrectly, the below error will display and the password will need to be reentered)

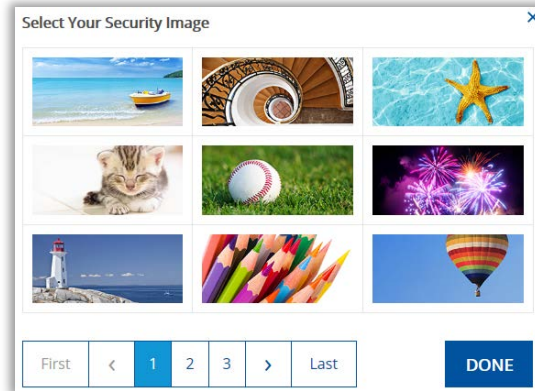
Confirm Password *

●●●●●●●●

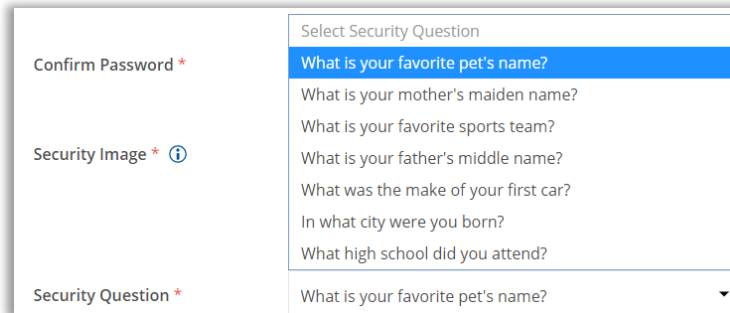
Passwords do not match

Continued on next page

- d. Security Image* (A unique image selected by you that will appear during the login process to help you know that you are on the correct site and not on an invalid or copied site.)
 - i. Select desired image, then press DONE.




- e. Security Question*



- f. Security Answer*

- 3. CONTACT METHODS Once all fields are completed, the user must press CONTINUE to move on.
 - a. Email Address*
 - b. Primary Phone Number* (Must select Home or Mobile)
 - c. Alternate Phone Number (Must select Home or Mobile)

 When you provide your email address and phone number, you are authorizing EnvisionMail to use those methods to contact you. If you provide a mobile phone number, we may text you for updates or alerts. If we text you, standard texting fees/rates apply based on your carrier and plan.

Continued on next page

4. **ADDRESS** Once all fields are completed, the user must press CONTINUE to move on.
- a. Home Address*
 - i. Address line 1
 - ii. Address line 2
 - iii. City
 - iv. State
 - v. Zip Code

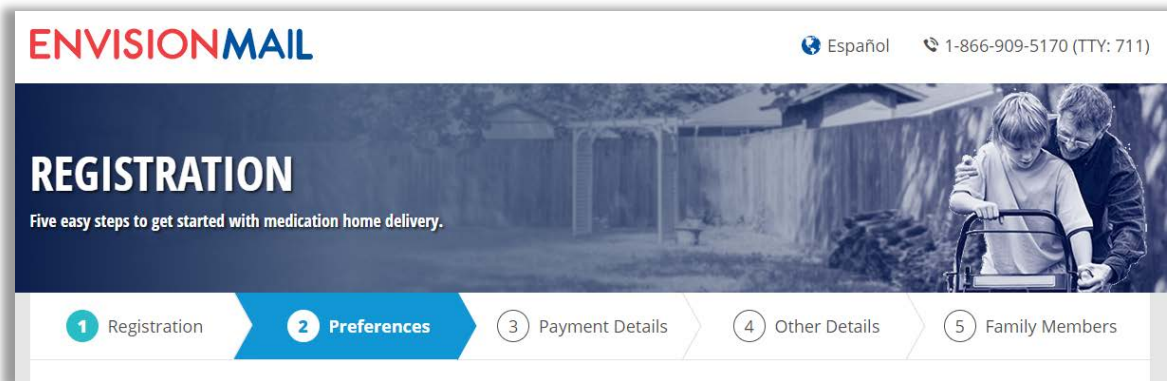
Members can check the boxes shown below and the Home Address will auto populate for the Billing Address and Shipping Address.

Billing is the same as Home Shipping is the same as Home

In this instance, the information below would not be required.

- b. Billing Address†
 - i. Address line 1
 - ii. Address line 2
 - iii. City
 - iv. State
 - v. Zip Code
- c. Shipping Address†
 - i. Address line 1
 - ii. Address line 2
 - iii. City
 - iv. State
 - v. Zip Code

† These fields are only required if the "Billing is the same as Home" or "Shipping is the same as home" boxes remain unchecked.



Step 2: Preferences

* Indicates required information.

- 1. **BRAND/GENERIC PREFERENCES** (Defaults to Generic)
 - a. Generic
 - b. Brand

Continued on next page

- 2. **SAFETY CAPS PREFERENCE** (Defaults to Safety Cap)
 - a. Non-Safety (easy-off)
 - b. Safety Cap

- 3. **PREFERRED SHIPPING METHOD** (By selecting a preferred shipping method, every order that is created for the patient will automatically have that shipping method selected)
 - a. USPS
 - i. Standard (No Charge)
 - ii. Priority Mail: Single Piece (\$7.00)
 - iii. Priority Mail International (GU/PR Only)

Free standard shipping is available to customers.

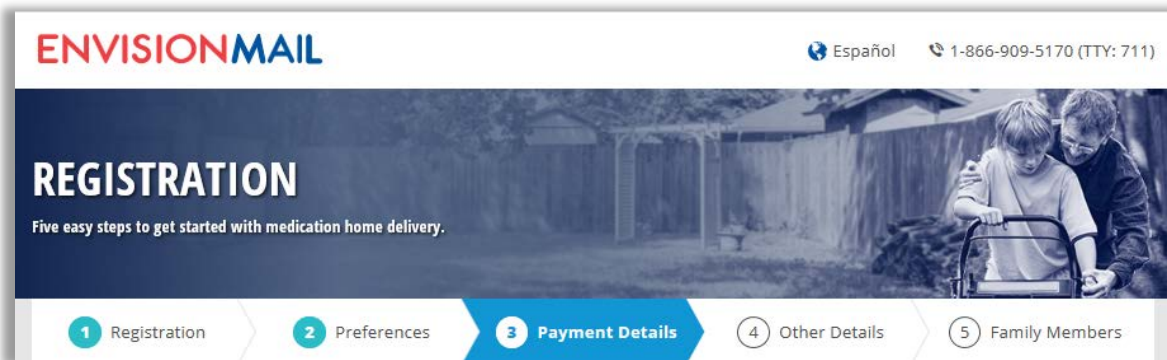
If you need your medication sooner than 7-10 business days, expedited shipping charges may apply.

- b. FedEx
 - i. 2Day (\$25.00)
 - ii. Ground (\$10.00)
 - iii. International (\$125.00-GU/PR Only)

Expedited shipping is available for an additional charge, as shown above.



NOTE: Refills should be ordered when approximately 2-4 weeks of medication remains. Please allow 24-48 hours for claims to be processed and 7-10 business days for standard shipping. We have expedited shipping for an additional cost if you need faster delivery.



Step 3: Payment Details

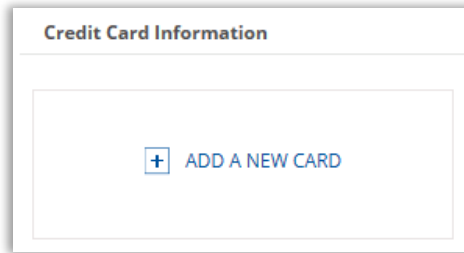
* Indicates required information.

- 1. **PREFERRED PAYMENT METHOD***
 - a. Credit Card
 - b. No Card on File. Will enter card information when ordering.

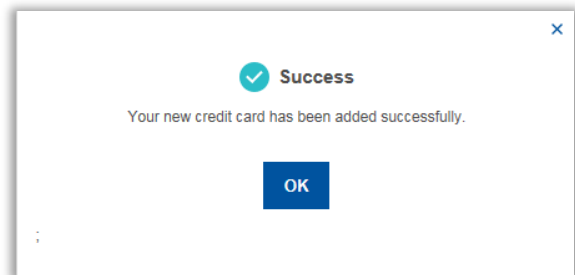
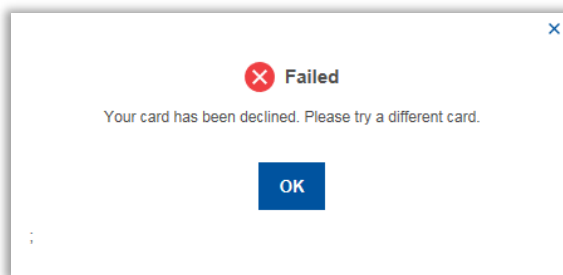
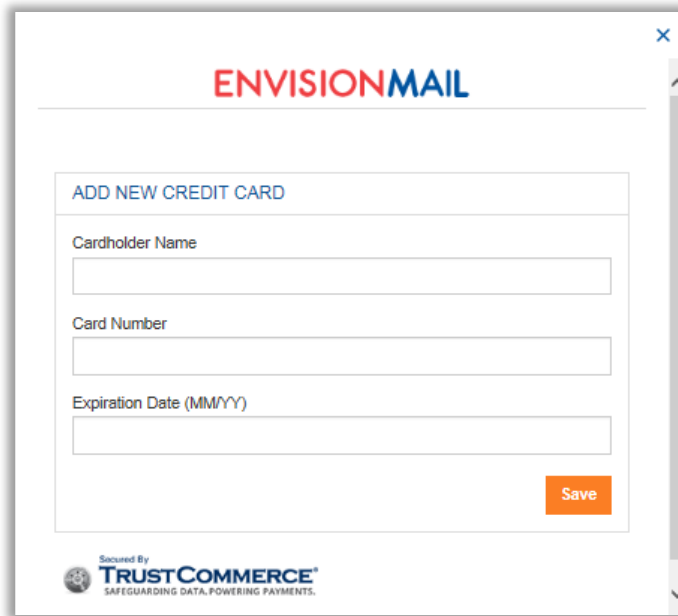
NOTE: A credit card is required for ordering medications via the web portal.

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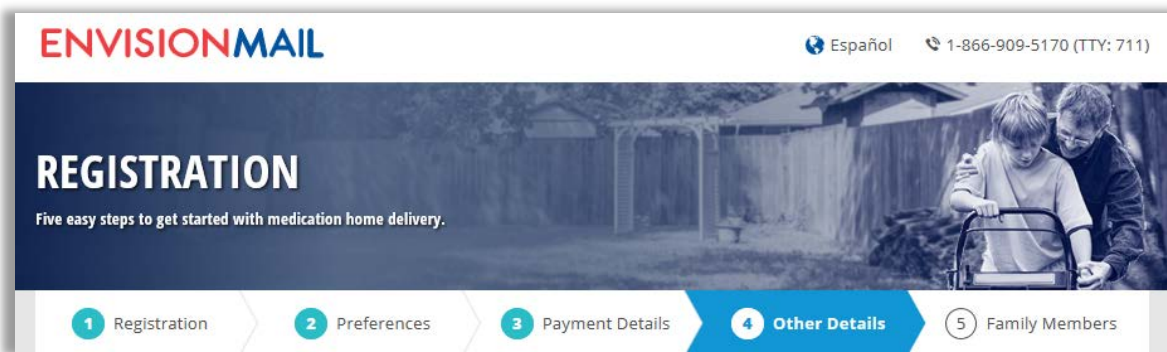
2. ADD A NEW CARD



Clicking **Add A New Card** opens a **TrustCommerce** popup where card information is entered and securely added to our processing system.



TrustCommerce will verify whether card information has been entered accurately.



Step 4: Other Details

1. My Allergies

- a. Penicillin
- b. Sulfa
- c. Erythromycin
- d. Codeine
- e. Aspirin
- f. No Known Drug Allergies

NOTE: If you're allergic to a medication that isn't listed above, please call us at 866-909-5170 (TTY: 711) and we'll add it to your profile.

2. Optional Programs

a. Autorefill Program

By selecting the Autorefill program a customer service representative from EnvisionPharmacies will be assigned to contact you so we can set up each prescription you would like to refill automatically when its next refill date comes due. Once you have had that initial call with our CSR and want to add additional prescriptions to the program or take specific prescriptions off of the program, just call our Customer Service team at 866-909-5170. If you no longer want any of your prescriptions to be filled using Autorefill, just deselect that option here, no further action will be needed.

There are some restrictions to the Autorefill program:

- Controlled Substances cannot be set up for Autorefill
- Refrigerated products cannot be set up for Autorefill
- Any members in a Part D insurance plan are not eligible
- Members who reside in the state of Oregon are not eligible
- Members in certain insurance plans are not eligible based on their group benefits

b. Refill Reminders

We'll send you automatic reminders to refill your prescription(s) to help ensure you don't run out of medication.

Continued on next page

c. **Shipment Notifications**

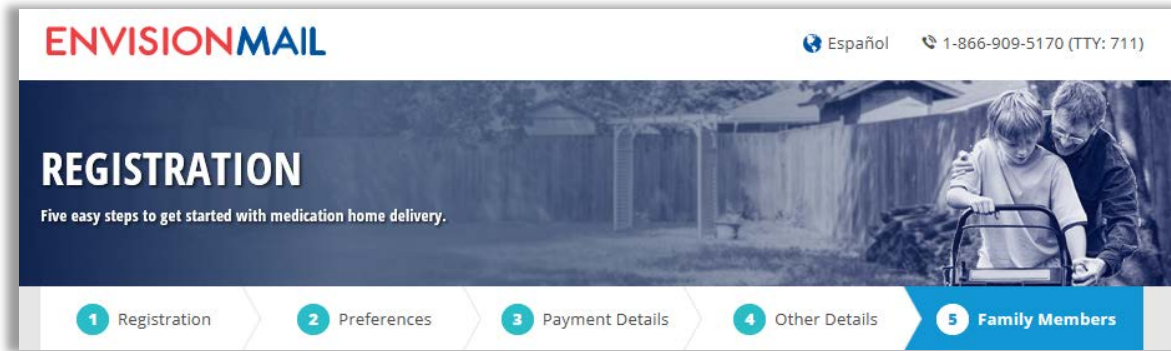
Select this option and we'll notify you by email or text when your medications are shipped.

3. Designation of Authorized Party

You may designate an authorized party to act on your behalf. The authorized party can send new prescriptions or authorize refills for you.

To complete this authorization, download a form using the button to the right. Print and mail the completed form to: 7835 Freedom Ave NW, North Canton, OH 44720. Otherwise, select "Continue" to continue the registration process.

DOWNLOAD AUTHORIZATION FORM



Step 5: Family Members

(This step is only available when registering with a relationship of Cardholder)

* Indicates required information.

The address information provided will be used for the family members managed within this account. Adult dependents (age 18 and older) should register for their own web account, in which they can grant permission for the cardholder to see their information.

1. No Dependents

- a. If no dependents need to be added for the Cardholder, the box next to No Dependents must be checked.

No Dependents

2. Add Dependents

- a. First Name*
- b. Last Name*
- c. Date of Birth*
- d. Gender (Defaults to Select Gender)
 - i. Female
 - ii. Male

Continued on next page

- e. Language (Defaults to English)
 - i. English
 - ii. Español
- f. Primary Phone Number* (Must select Home or Mobile)
- g. Alternate Phone Number (Must select Home or Mobile)
 - i. Shipping Address*Address Line 1
 - ii. Address Line 2
 - iii. City
 - iv. State
 - v. Zip

Same as member's address

By checking the box above, the address entered for the Cardholder will auto populate for the Shipping Address.

- h. Relationship* (Defaults to Select Relationship)
 - i. Spouse
 - ii. Child
 - iii. Other
- i. Allergies
 - i. Penicillin
 - ii. Sulfa
 - iii. Erythromycin
 - iv. Codeine
 - v. Aspirin
 - vi. No Known Drug Allergies

If your dependent has an allergy to a drug that isn't listed, call us at 866-909-5170 (TTY: 711).

End user license agreement * Yes, I Accept the [Terms and Conditions](#) for this site.

< BACK
SUBMIT REGISTRATION >

Submitting Registration

In order to complete the registration process, the user must check the box agreeing to the Terms and Conditions, then press Submit Registration. If this step is missed, the user will receive the error below and registration will not be successful until completed.

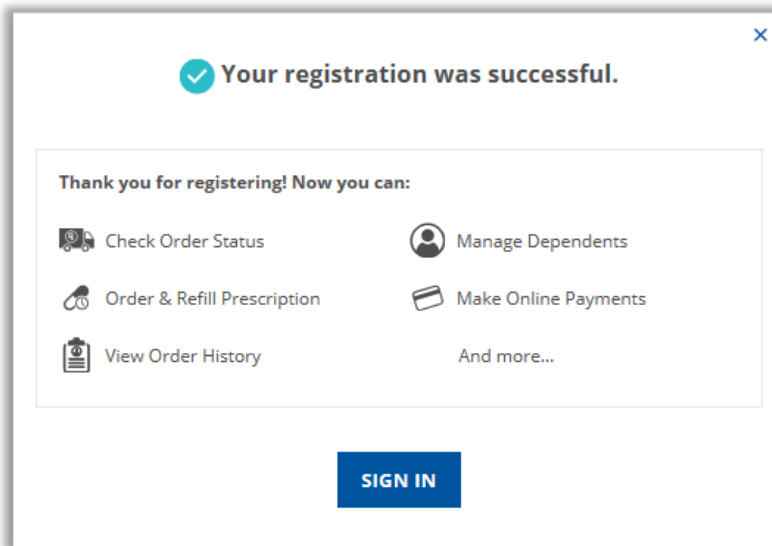
Yes, I Accept the [Terms and Conditions](#) for this site.

Terms and Conditions acceptance is required.

The Terms and Conditions are located on pages 11-14 of this document.

Continued on next page

Once registration is completed and the Terms and Conditions are reviewed and accepted, the below screen will appear. By pressing the SIGN IN button, the user will be redirected to the sign in screen where they will need to enter the username and password created during Step 1 of the registration process.



Terms and Conditions

The effective date of the Terms of Use: October 1, 2016.

Notice and Acceptance of the Terms of Use

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No Medical or Legal Advice

The information provided on this Site is for general informational purposes. It is not medical or legal advice and is not a substitute for obtaining up-to-date professional advice from a qualified person. Always consult with your doctor for appropriate examinations, treatment, testing, care recommendations, and questions pertaining to your medical condition and symptoms. Do not rely on information from this Site as a tool for self-diagnosis. If you have any questions about any law or requirement referenced in this Site, you should contact your own legal counsel.

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YOU AGREE THAT NEITHER ENVISIONPHARMACIES NOR ITS PARENT, AFFILIATES, EMPLOYEES, AGENTS, OFFICERS OR DIRECTORS SHALL BE LIABLE FOR INACCURACIES, MISSTATEMENTS OR OMISSIONS REGARDING DESCRIBED FEATURES, CONTENT, AND/OR SPECIFICATIONS OF A PRODUCT OR SERVICE OFFERED ON THIS SITE.

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You agree to use the Site only for lawful purposes and in accordance with these Terms of Use. You agree that you will not: (1) use this Site in any way that violates any applicable federal, state or local law or regulation; (2) engage in any activity or use any device or software that interferes with a user's access to this Site or the proper operation of this Site; (3) engage in any conduct that may harm EnvisionPharmacies or users of the Site or expose EnvisionPharmacies to liability; (4) delete or revise any content or material on the Site; (5) take any action that could disable, overburden, damage or impair the Site; (6) allow any other person or entity to use your login credentials for posting, copying, extracting, downloading, viewing, transmitting, or receiving data of any kind; or (7) attempt to decipher, decompile, disassemble, or reverse engineer any of the software comprising or in any way making up a part of the Site.

Use of Products

By placing an order on or through the Site, you represent that the products ordered will be used only in a lawful manner.

Governing Law and Jurisdiction

These Terms of Use shall be governed and construed in accordance with the laws of the state of Ohio, excluding its conflict of law rules. No laws of any foreign jurisdiction shall apply to these Terms of Use or be binding on us. Any dispute, claim, action or proceeding arising out of or related to the Site or these Terms of Use, or the interpretation or enforcement hereof, whether at law or in equity, shall be brought only in the state courts located in Cleveland, Ohio.

Email Communications

EnvisionPharmacies may contact you via email to:

- Respond to any questions you may send us,
- Send you-email communications about information we think you will find useful -including announcements about new products and services at this Site, or
- Communicate other information as necessary to administer this Site.

Please note that when you contact us by email, such communication may not be entirely secure because it travels over unsecured communication lines. As a result, you should not provide us with confidential or personal information via email.

Waiver

Any waiver by EnvisionPharmacies must be express and in writing, must be directed specifically by EnvisionPharmacies to you, and must be signed by a duly authorized representative of EnvisionPharmacies. EnvisionPharmacies failure to enforce any provision of these Terms of Use or to respond to a breach by you or third parties shall not in any way limit or waive its right to do so, including without limitation its right to enforce subsequently any provision of these Terms of Use, or to assert its rights with respect to the same or similar breaches.

Severability

If any provision of these Terms of Use is held by a court of competent jurisdiction to be invalid or unenforceable, such provisions will be deleted from these Terms of Use or modified so as to make them enforceable and the validity and enforceability of the remaining provisions of these Terms of Use will continue in full force and effect.

Entire Agreement

The Terms of Use constitute the sole and entire agreement between you and EnvisionPharmacies with respect to the Site, and supersede all prior and contemporaneous agreements and understandings, whether written or oral, with respect to the Site.

Termination

EnvisionPharmacies in its sole discretion, reserves the right to terminate your use of this Site at any time and without notice to you.
