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1: Account section displays current balance of the account, as well as your username. It also lets you change your password.

2: Address section displays your main address.

3: FAQ’s will contain documents to assist with common tasks.

4: Messages and Links will contain forms, links, and documents as well as the privacy statement for NoviXus.

5: Links to the mobile application for iOS and Android. Hover over icon for more information.
Menu Overview Continued...

1. **Order Cart Icon:** Displays the number of prescriptions in your order cart. Also by selecting this icon it will bring you to the detail of order.

2. **Profile Icon:** Selecting this icon brings you to the “change password” page.

3. **Logout Icon:** Selecting this icon will log you out of your profile and bring you back to main NoviXus webpage.
First enter your current password.

Next, your new password is required to be 6 characters long, contain at least one number (0-9), and contain at least one uppercase letter (A-Z). (Yes, the letters can be all capital letters)

Then retype your new password to confirm, click “change password”.

* Username cannot be changed after initial registration.
Navigate to the Personal page. This contains general information about you.

Note: If your name, member id#, or plan is incorrect, please call Patient Care for further assistance at 1 (877)-668-4987.
How to Create an Address

Navigate to the Contact Information page

Using this page you can update and add addresses, phone numbers and update your email address.

Select “New Address” in the Saved Addresses drop down

Note: When you enter a zip code, multiple cities may be returned in a window. Select the correct city which correlates to your address.

Note: Primary phone is the phone number used when being contacted by Patient Care.
Click on the checkbox "This address is temporary". The start date is required to be today or later and the end date must be after the start date.

When the end date passes, this temporary address will be disabled and any new order created will be shipped to your main address.

Fill in the other required fields, address 1 and the zip code before pressing submit.
**Patient Representatives**

**General information tab:** Click on “representatives” to add or to remove a patient representative. (shown in image 1)

Next click “add representative” (shown in image 2)

**To add a representative:**
Caregiver Name:
Phone Number:
Then click “save”

To remove patient representative click on the “X” in image 2.
Navigate to the Medical Conditions page

Using this page you can add allergies and medical conditions.

Choose either “Add Conditions” or “Add Allergies”.

Note: To remove an allergy or condition please contact Patient Care Specialist at (877) 668-4987
Select the common medical conditions that apply to you using the checkbox next to the condition.

If your medical condition is not in the list, enter your condition into the “other text box.”

When completed click save, these conditions will be sent and reviewed by our pharmacists before being added to your profile.

It may take several days for these conditions to be reviewed and added to your profile.
Select the common allergies that apply to you using the checkbox next to the allergy.

If your allergy is not in the list that is provided, enter your allergy into the “other” text box.

Then when you press save, these “other” allergies will be sent to and reviewed by our pharmacists before being added to your profile.

It may take several days for these allergies to be reviewed and added to your profile.
Navigate to the prescriptions page

When using this page you can view detailed prescription information and add prescriptions to your order cart.

<table>
<thead>
<tr>
<th>Prescription</th>
<th>Status</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>ZETIA TAB 10MG</td>
<td>Ready to Fill</td>
<td>4 Refill(s) until 09/19/2017</td>
</tr>
<tr>
<td>ATORVASTATIN TAB 10MG</td>
<td>Ready to Fill</td>
<td>120 Refill(s) until 04/18/2017</td>
</tr>
<tr>
<td>FLUOXETINE CAP 10MG</td>
<td>Ready to Fill</td>
<td>120 Refill(s) until 04/18/2017</td>
</tr>
<tr>
<td>LISINOPRIL TAB 2.5MG</td>
<td>Ready to Fill</td>
<td>120 Refill(s) until 04/18/2017</td>
</tr>
</tbody>
</table>

By clicking the ‘Details’ link for a detailed view of the prescription

**Green** prescriptions are eligible to select for refills, **Red** prescriptions are too soon to be refilled, and **Black** prescriptions require physician authorization in which NoviXus will contact your physician to authorize the refill.

11/8/2016
How to Create an Order

Navigate to the prescriptions page

**Step 1:** Check a box for a prescription(s) that is eligible to be filled.

**Step 2:** Click the Continue to cart button.
How to Create an Order

Place the order, a confirmation screen will follow.

Confirm or remove prescriptions

Confirm or add payment method

Confirm or add shipping information
How to Create an Order

Verify the prescriptions, payment method, and shipping information.

When all changes have been completed, submit the order. You cannot cancel after this point. If you submitted your order successfully you will then receive an order number.

Verify your order

<table>
<thead>
<tr>
<th>Order Item</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rx # Zetia Tab 10Mg</td>
<td>$10.00</td>
</tr>
</tbody>
</table>

Total $10.00

Payment Information

**VISA** Visa #7777

Shipping Information

13123 Temporary
Pontiac, Mi 48340

Order Total $10.00

Submit Order

Note: If any information is incorrect, click on the “order cart” icon and edit the information as necessary.
Navigate to the Orders page

By using this page you can view your order history and details of an order. Orders can be viewed as either shipped or not shipped. When an order is not shipped it is still being processed by NoviXus.

**View details of an order by clicking on the ‘Details’ button.**
How to add/remove a payment method

Navigate to the “Payment Methods and Balance” page.

From this page you can add, edit, delete a payment method or pay a balance.

1. Add a payment method
2. Edit a payment method
3. Delete a payment method

To add a new payment method enter all of the required fields.
Navigate to the “Payment Methods and Balance” page and click on the ‘Pay Balance’ button.

Enter payment amount by typing the amount you would like to charge.

Then select the credit card that you would like the charge to be applied to.

When completed click ‘Ok’ to submit the payment.
Navigate to the “Payment History” page.

This page contains information on debits (owed amount) and credits (paid amount) to your profile.

Also it indicates the amount, the date, and the credit card information used if available.
Navigate to the “Contact Us” page.

This page is for general questions.

Enter a subject and message. A Patient Care Specialist will contact you back via your preferred contact method the next open business day.

(Primary phone or email address on file listed under “General Information”)
Navigate to the “Ask the Pharmacist” page.

These messages are confidential and the communication is kept within the scope of this website.

Use these messages to ask about HIPAA information such as medications or orders (what a medication is used for, side effects, change in pill appearance etc...)

You are able to create a new question, view/reply to an message or archive an old message.
Enter a subject and message for a pharmacist to review and answer.

You can view the message from the pharmacist and reply with additional information if needed by clicking the reply button.

See the next image with more detailed information.
Click on the subject for an old “Ask The Pharmacist “message.

Click on the “Reply” button to reply, to the message or add additional relevant information.

Click on the “Send” button once the message is completed with all the pertinent information.
New Script Notifications – This automated call is initiated when a Doctor sends in a new prescription(s) for the patient. The interactive automated call is placed to the patient for confirmation that the prescription is needed. We do not automatically fill these prescriptions. We will place them on profile so it will be fillable on our website, by using the phone system or by calling Patient Care. Uncheck the box and click Update Notifications to remove the calls from taking place. Please remember all new prescriptions will need to be initiated manually for processing.

Refill Reminders – This call is to remind the patient that a prescription is available to be refilled. Uncheck the box and click Update Notifications to stop the calls from taking place.

Order Shipped – These calls inform the patient that an order they placed has been shipped to them. Uncheck the box and click Update Notifications to stop the calls from taking place.

Note: You can also update your phone number to which you receive these automated calls. To update your telephone number type the new number in the space provided and click on the “update notifications” button to save the change. Your primary phone number is not altered from here, please use Contact Information instead.
Notification History

Click on the “View History” button to view the history of these calls.

A call history with the response will be shown with the Rx Number(s) that the call was about.