CONFIDENTIALITY NOTICE

This technical document and all of its contents are proprietary and confidential information of Abarca Health, LLC. This technical document has been prepared exclusively for Abarca’s employees and clients, for the sole purpose of training users on the myBenefits Members Portal. The contents of this document may not be shared with any third parties, reproduced or otherwise made available to anyone outside of Abarca or its clients without the express written consent of Abarca Health, LLC. Client recognizes that failure to comply with the above shall be deemed a material breach of its obligations to Abarca and will cause irreparable harm to Abarca for which any remedies in law and equity may be pursued.
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**myBENEFITS MEMBERS PORTAL**

The *myBenefits* Portal, formerly known as My Abarca, is a tool that allows you as a beneficiary easy access to information related to your pharmacy benefits and coverage from the comfort of your connected devices. Through the portal, you have access to your coverage status, assigned medication formulary, pharmacy claims, a pharmacy locator, and so much more. To access the *myBenefits* Portal, go to [https://my.abarcahealth.com](https://my.abarcahealth.com) or use the client specific URL assigned to your group.

![myBenefits Login page](image)

**Figure 1 – myBenefits Login page**

### myBenefits Registration

As a new user, to access the portal, you will need to register. Click *Register* (as shown in Figure 1)

**Step 1: Personal Information**

1. In Step 1 of the Registration Wizard, enter your personal details (First Name, Last Name, Date of Birth, Gender and Member ID all listed as required fields, other fields are optional).
2. Click *Continue.*
**Step 2: Plan Information**

1. Verify your plan information and family members. If there is an error or you believe there is missing information (e.g., missing dependents) please contact your plan’s customer service.
2. If you have alternate insurance, click **Add New** to add the information (Figure 2). If not, Click **Continue**.
Verify your plan information details

<table>
<thead>
<tr>
<th>Name</th>
<th>Cardholder ID</th>
<th>Gender</th>
<th>Date Of Birth</th>
</tr>
</thead>
<tbody>
<tr>
<td>MELBA DOE SMITH</td>
<td>0000000000000980</td>
<td>Male</td>
<td>October 04, 1989</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Plan Name</th>
<th>Group Name</th>
<th>Effective Date</th>
<th>Expiration Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>EQ80</td>
<td></td>
<td>October 01, 2015</td>
<td>May 01, 2019</td>
</tr>
</tbody>
</table>

Family Members

If you have a dependent, please verify the information below:

<table>
<thead>
<tr>
<th>Name</th>
<th>Cardholder ID</th>
<th>Relationship</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

There are no family members.

Add New Plan Information

If you have an alternate insurance, please verify the information below:

<table>
<thead>
<tr>
<th>Plan Name</th>
<th>Type</th>
<th>Effective Date</th>
<th>Expiration Date</th>
<th>Cardholder Id</th>
<th>Pharmacy Coverage</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

There are no alternate insurances.

If this information is not correct, please contact your plan’s customer service.

---

Figure 3 – New Member Sign Up Registration Wizard (Step 2: Plan Information)

Step 3: Login Information

1. Enter the email address and password you will use to log in to myBenefits portal. You will receive an email to confirm your registration.

2. Click Continue.
Step 4: Services / Notifications
1. On this step you can choose the services and notifications you desire, both available options are selected by default, you can deselect any checkbox if you don’t wish to receive notifications.
2. Click Continue to go to the last step.
Step 5: Terms and Conditions

1. Read terms and conditions and click Accept and Register.

![Accept and Register](image)

Figure 6 – New Member Sign Up Registration Wizard (Step 5: Terms and Conditions)

2. A message indicating you should verify email and confirm registration will be displayed.

![Verify Email](image)

Figure 7 – New Member Sign Up Registration Wizard (Step 5: Terms and Conditions)

Confirm Registration

1. Go to inbox and open “myabarca Email Confirmation” email.

![Email Confirmation](image)

Figure 8 – New Member Sign Up Registration Wizard (Confirmation Email)
2. Click **Confirm Registration** to complete registration process.

![Welcome to myabarca](image)

FIGURE 9 – New Member Sign Up Registration Wizard (Confirmation Email-Confirm)

3. Once you confirm, you will be redirected to **myBenefits Log In page.**

   **WELCOME MELBA!**

   ![Welcome to myBenefits. You have successfully been registered and may continue to your RxHome right now.](image)

   FIGURE 10 – New Member Sign Up Registration Wizard (Login page)
My RxHome

After login, the My RxHome screen will appear as shown in Figure 11. The from this page, you will also have access to additional member modules including: My Meds, My Conditions, Find a Pharmacy, Save Money, My RxBenefits, My Plan Documents, Cost Estimator, and RxPedia; all located in the top navigation bar (outlined in Figure 13b). The My RxHome screen is broken out into several sections within which you can review various aspects of your existing coverage and medications at a glance. From this page, you will also have access to your account information by clicking on your name located in the upper right corner of the screen. From the dropdown, click My Account as shown in Figure 11.

In the My Account section, you will have access to view the family members included in your coverage or add new members. You can also add new health plan information to the account, change your password to access the portal and enroll to receive notifications about your medication and refill reminders (see Figure 12).
In the **About** section, you will have access to the frequently asked questions configured about each module on the portal (see Figures 13 and 13b) allowing for easier navigation.

### ABOUT MYBENEFITS

**myBenefits** is your one-stop-shop for all your prescription-related information provided by your health benefits manager.

1. **What is myBenefits?**
   
   *myBenefits* is a tool which allows you, as a beneficiary, to access information related to your pharmacy benefits on a simple way and from the comfort of your home.
   
   *myBenefits* provides information pertaining the coverage status, pharmacy claims or the medication formulary, among others.

2. **I can’t Sign Up, why?**

3. **Where can I see my account information?**

4. **Can I change my initial password?**

5. **I want to set Refill Reminders and/or Medication Alerts via email, where can I do that?**

6. **Can I see all costs I have incurred in medications?**

7. **Where can I see the information of my dependents?**

### Contact Us Section

In the **Contact Us** section, you will find your health plan’s contact information.

### myBenefits Portal Modules

The **myBenefits** Portal modules appear as a banner on the top of the page (see Figure 15). You can access each module by clicking on the corresponding icon. You can also access the modules through the **My Tools** option on the top of the page (see Figure 13).

The modules are described as follows:
<table>
<thead>
<tr>
<th>Module</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>My Rx Home</td>
<td><em>myBenefits Portal</em> main screen</td>
</tr>
<tr>
<td>My Meds</td>
<td>keep track of all your prescriptions</td>
</tr>
<tr>
<td>My Conditions</td>
<td>monitor the status of your conditions</td>
</tr>
<tr>
<td>Find a Pharmacy</td>
<td>find network pharmacies that are convenient for you and will help you save money</td>
</tr>
<tr>
<td>Save Money</td>
<td>view generic alternatives for medications, do mail orders, etc.</td>
</tr>
<tr>
<td>My Rx Benefits</td>
<td>review the information regarding your health plan coverage and costs</td>
</tr>
<tr>
<td>My Plan Documents</td>
<td>access all of your health insurance documents</td>
</tr>
<tr>
<td>Cost Estimators</td>
<td>estimate the cost for your next prescription</td>
</tr>
<tr>
<td>RxPedia</td>
<td>access to drugs’ detailed information</td>
</tr>
</tbody>
</table>

**My Meds**

The **My Meds** section displays the details of the drugs that you are currently consuming, including claim and drug information and the drug utilization history as shown in Figure 15. This page provides the option to search your medications by period, sort your drug list by various parameters and even download the results in pdf format. The **My Meds** lists displays all the claims of the drugs that you are currently consuming, including information related to the claims:

- Date of next refill (where applicable)
- How well you are complying with the drug therapy (for maintenance drugs)
- Which physician prescribed the drug
- Any available generics
- Pharmacy where prescription was filled
- Price paid
- Additional information of the drug

In the **Claim History** section, once you select a drug from the **My Meds** list, all past claims of the selected drug will be displayed. The Download option provides a PDF report for the selected date range, so you can take it to your physician for reference.
My Conditions

The **My Conditions** tool is designed to help you understand the importance of complying with your therapies as prescribed by your doctor. This tool displays how diligent and adherent you are with your prescriptions and refills for certain chronic conditions. This information helps you evaluate which medications you need to pay special attention to taking as prescribed and in which prescriptions you are up to date (see Figure 16). Some of the chronic conditions that **myBenefits** measures are:

- diabetes
- hypertension
- cholesterol
- HIV

The **My Conditions** section also presents a summary of all your chronic conditions and a visual status of your therapy adherence using a scale from 1 (Very Poor) to 5 (Excellent) stars.
MY RXTARGET CONDITIONS

Taking your therapies as prescribed by your doctor is critical in managing your complex health conditions. At abacca health we have designed the RxTarget program to help you track your progress in treating the following chronic conditions.

In addition to the summary of conditions, My Conditions provides links for you to see all related claims of each of your chronic conditions (see Figure 18).

Find a Pharmacy

The Find a Pharmacy section provides a tool to search for a list of pharmacies near a specific location or to search for a specific pharmacy within your plan network. To search for a list of pharmacies near a location, select the Near Me tab. Enter an address and the miles radius in which you want to search for pharmacies. A list of pharmacies in your plan’s network, within the selected radius of the entered address, will appear as shown in Figure 19. To search for a specific pharmacy, select the By Location tab. You can perform a pharmacy search using the following search criteria:

- Pharmacy Name
- Zip Code
- City
- State

Also, you can search by the type of pharmacy network, for example:

- Preferred
- Non-Preferred
- Specialized
- Mail Order
- Drive-Thru
- 24 hr. Pharmacies
- Handicap
Based on the search criteria entered, the tool will present a list of pharmacies within your health plan’s network. The search results will present the address of the pharmacy, pharmacy hours of operation and the pharmacy phone number.

![Find a Pharmacy](image)

### Save Money

The Save Money section helps you determine when there is a covered generic substitution for a medication you are taking (see Figure 20). Using generic drugs reduces prescription drug costs while maintaining the same strength, dosage and quality as the brand-name drug. On the Shop Smart option, you can compare the cost of medications among pharmacies near your location. This will help you to identify savings opportunities just by changing the pharmacy from which you are obtaining your medication. On the Extend your Days option, you will find an estimate of how much you may save if you get your maintenance drug prescriptions for ninety (90) days supplies. On the Mail Order option, you will compare medications costs at the current pharmacy against obtaining it from Mail Order. You also will be able to see a savings estimate if you start using Mail Order services.

![Save Money](image)

### My RxBenefits

In the My RxBenefits section allows you to:

- Validate that a drug is covered by your health plan
- Download a copy of your plan’s drug list/formulary (see Appendix)
- See your drug cost accumulation (plan paid, co-payments you have paid)
- Determine the phase you are in for each drug based on cost accumulations
- Review your plan’s drug copayments.

Under the Rx Medication Covered by My Plan section, you can validate which drugs are covered by your health plan, tiers and limitations.
Cost Estimator

The Co-Pay Estimator will allow you to obtain an approximation of the amount that you will pay for your prescribed medication. It has a series of fields to help you to narrow down the search. It contains a Medication field in which you can submit the name of your medication. There’s a Pharmacy field that allows you to specify a pharmacy. The Quantity Dispensed field allows you to submit the amount of medication that you were prescribed. The How Many Days field allows you to submit how long you will be taking the medication. Once all required fields are filled, click Calculate to reveal the estimated cost as shown in Figure 22.
My Plan Documents

The My Plan Documents section allows you to access important documents related to your health plan (see Figure 23), for example:

- Explanation of Benefits
- Drugs lists (formularies)
- Reimbursement forms
- Mail order brochure and forms
- Prior authorization request form
- Coverage certifications

![My Plan Documents](image)

Figure 23 – My Plan Documents

You can request a Prior Authorization or Exception in two ways:

- Prior Authorization Form: access the Prior Authorization form under the Forms tab. You can download the form to your computer and return it to the fax number on the form.
- Online Request: to request a Prior Authorization or Exception online you must select the Prior Authorization/Exception Online link. When selected, this will redirect you to the online form submission screen where you can submit your request.

You can obtain your Coverage Certification by using the link located at the bottom of the My Plan Documents section.

- To download the English version, select the link Print Coverage Certification (English).
- To download the Spanish version, select the link Print Coverage Certification (Spanish).

You will have access to apply for a reimbursement by clicking Direct Member Reimbursement. This option will take you to a Prescription Drug Reimbursement Form as shown in Figure 24. You must complete the form in its entirety with the following information:

- Beneficiary’s Plan Member ID
- Beneficiary’s name, address and date of birth.
- Information of the pharmacy where the beneficiary filled the prescription drug order
- Information of the prescription drug filled
- Prescribing physician information as it appears on the pharmacy invoice.
You can view all the supporting documentation you have submitted using the Submitted option as shown in Figure 25 as well as the status of all submitted Coverage Determination requests.

RxPedia

RxPedia is a medication search engine that displays drug dosing and usage information (see Figure 26), including:

- Generic Name
- Common Uses
- How to Use the Medication
- Cautions
- Possible Side Effects
- Before Using this Medication
- Overdose
- Additional Information

Note: Categories shown will vary based on drug selected.
**SUPPORT**

We hope you have found this manual helpful and informative. If you have additional questions about the myBenefits Members Portal, please contact your Abarca Representative or email us at support@darwinrx.com.
<table>
<thead>
<tr>
<th>Drug Name</th>
<th>Drug Tier</th>
<th>Reference Name</th>
<th>Requirements/Limits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Butalbitil-APAP-Caff-Cod 50-325-40-50 MG cap</td>
<td>1</td>
<td>QL</td>
<td></td>
</tr>
<tr>
<td>Butalbitil-APAP-Caffine 50-325-40 MG cap,50-325-40 MG cap,50-500-40 MG cap</td>
<td>1</td>
<td>QL</td>
<td></td>
</tr>
<tr>
<td>Butalbitil-ASA-Caff-Codone 50-325-40-30 MG cap</td>
<td>1</td>
<td>QL</td>
<td></td>
</tr>
<tr>
<td>Capital/Codine 120-12 MG/mL susp</td>
<td>2</td>
<td>QL</td>
<td></td>
</tr>
<tr>
<td>Cephradin 50-650 MG tab</td>
<td>3</td>
<td>QL</td>
<td></td>
</tr>
<tr>
<td>Ficlidin/Codine 50-325-40-30 MG cap</td>
<td>3</td>
<td>QL</td>
<td></td>
</tr>
<tr>
<td>Ficnidin/Codine #3 50-325-40-30 MG cap</td>
<td>3</td>
<td>QL</td>
<td></td>
</tr>
<tr>
<td>Vicodil 5-300 MG tab</td>
<td>4</td>
<td>QL</td>
<td></td>
</tr>
<tr>
<td>Vicodin HP 10-300 MG tab</td>
<td>4</td>
<td>QL</td>
<td></td>
</tr>
<tr>
<td>Butalbitil-Acetaminophen 50-325 MG tab</td>
<td>3</td>
<td>QL</td>
<td></td>
</tr>
<tr>
<td>Lentab 10-300 MG/15ML oral elix</td>
<td>2</td>
<td>QL</td>
<td></td>
</tr>
<tr>
<td>Phrenalit Forte 50-650 MG cap</td>
<td>3</td>
<td>QL</td>
<td></td>
</tr>
<tr>
<td>Tencom 50-600 MG tab</td>
<td>3</td>
<td>QL</td>
<td></td>
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<td>Anolor 300 50-325-40 MG cap</td>
<td>1</td>
<td>QL</td>
<td></td>
</tr>
<tr>
<td>APAP-Caff-Dihxylocodine 712.5-60-32 MG tab</td>
<td>1</td>
<td>QL</td>
<td></td>
</tr>
<tr>
<td>Bupap 50-650 MG tab</td>
<td>3</td>
<td>QL</td>
<td></td>
</tr>
<tr>
<td>Equilgo 32-40 MG cap</td>
<td>3</td>
<td>QL</td>
<td></td>
</tr>
<tr>
<td>Equilgo-Plus 50-500-40 MG tab,50-500-40 MG cap</td>
<td>3</td>
<td>QL</td>
<td></td>
</tr>
</tbody>
</table>