

A guide to using your online pharmacy tools

Through an Excellus BlueCross BlueShield Medicare member online account, you have access to real-time pharmacy information, including:

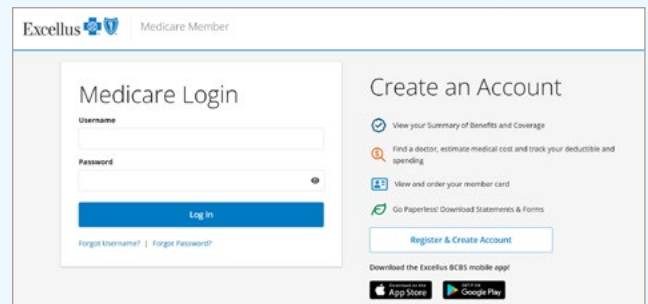
- Current drug prices and coverage details
- Prior authorization status
- Retail, home delivery, or specialty pharmacies
- Prescription claim history

Just follow these steps to access your pharmacy information:

1 Log in or register at [Medicare.ExcellusBCBS.com](https://www.Medicare.ExcellusBCBS.com)

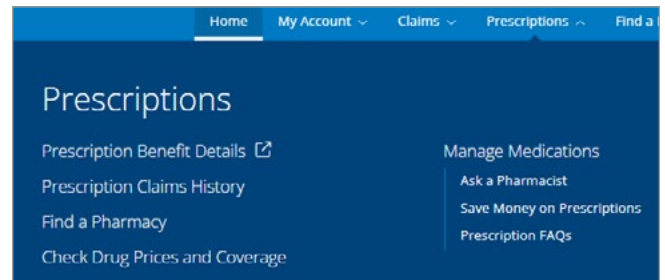
First time users must register and create an account. If you have already registered, you can log in with your username and password.

*Please note: each Medicare member must use a unique email address to create an account.



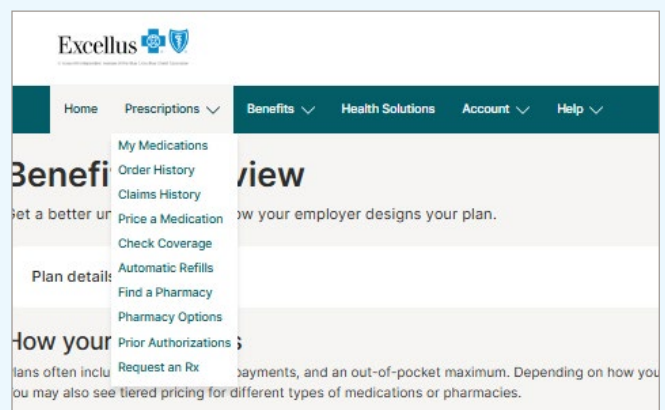
2 Accessing the tools

Once logged in, navigate to the Prescriptions tab. From this drop down select the Prescription Benefit Details to be redirected to the prescription portal.



3 Navigating the portal

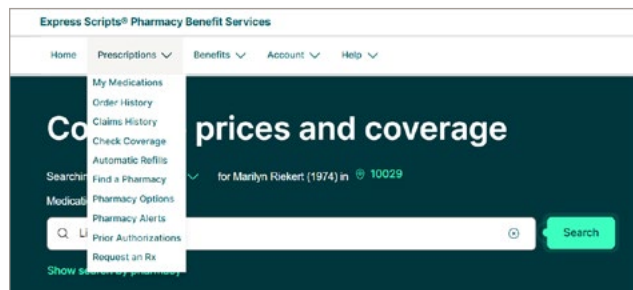
Once you have been redirected, select the Prescriptions drop down.



Compare prices and coverage

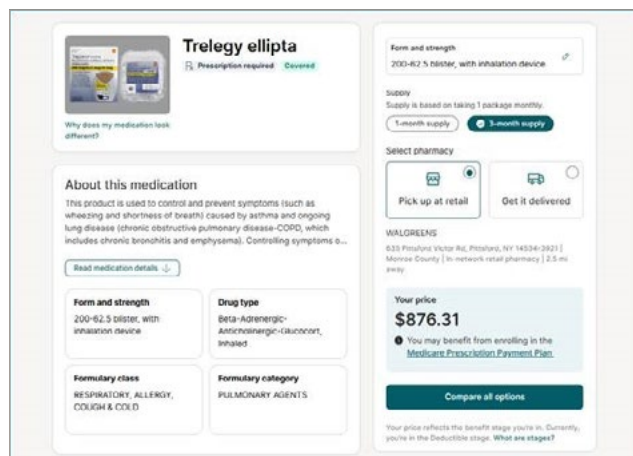
From the prescriptions drop down, click on **Check Coverage**. Once you're taken to the **Compare prices and coverage** screen, you will be asked to:

- Enter the medication name and dosage
- Confirm member name
- Confirm zip code



Depending on the medication, pricing results will be shown for an in network retail pharmacy, home delivery or a specialty pharmacy. There will also be information about the medication and if any coverage rules apply, such as:

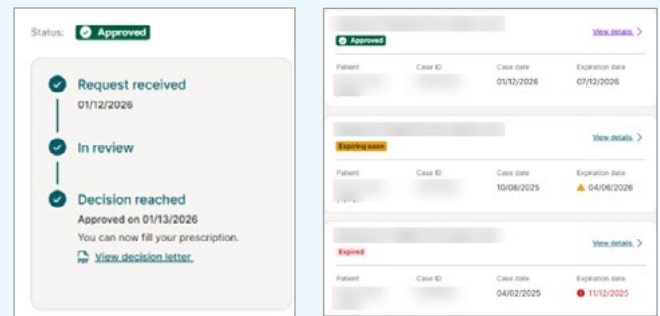
- Prior authorization requirements
- Step therapy requirements
- Day supply limitations



Check prior authorization status

From the prescriptions drop down, click on **Prior Authorizations**.

If you have any prior authorizations in process, you will be able to view the status. You will also be able to see any prior authorizations that are approved, expired, or expiring soon.



Don't forget your online account also gives you access to a variety of tools that allow you to make the most of your plan, including:

- View a summary of benefits and coverage
- Find a doctor or dentist
- Pay a bill
- Submit and view claims
- Estimate medical costs
- View online Member Cards
- Download statements and forms



For additional information on your benefits, please call one of our local Customer Care Advocates at 1-877-883-9577 (TTY 711). They can be reached from 8 a.m. to 8 p.m. Monday - Friday. From October 1 to March 31, representatives will be available seven days a week.

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