



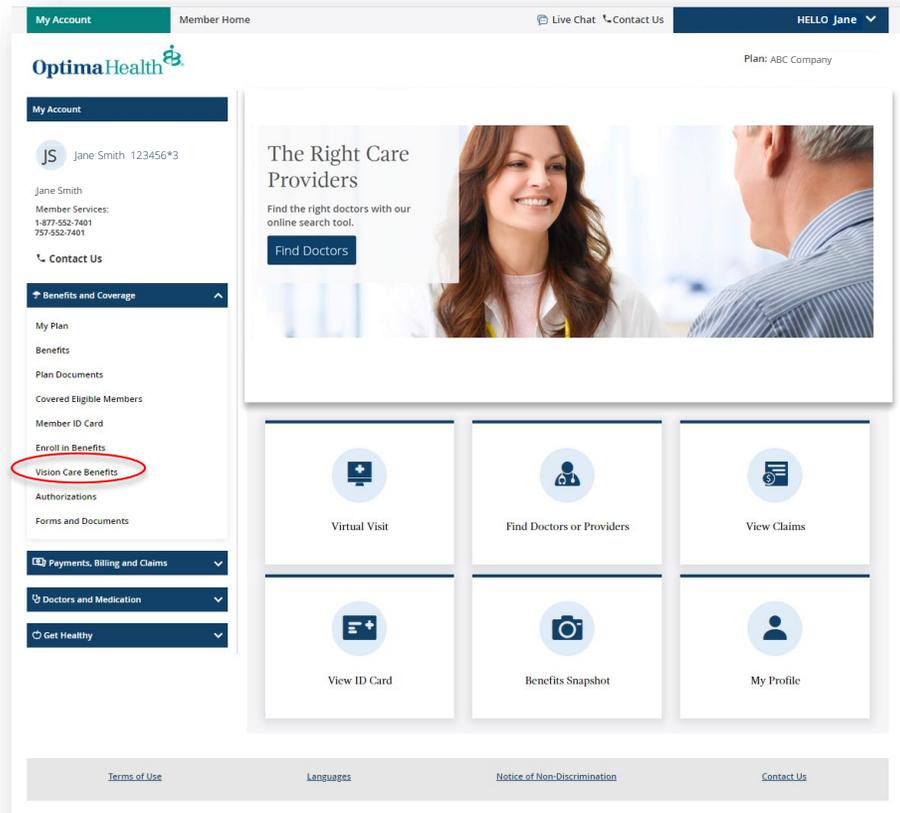
2023 Vision and Pharmacy Portal Tutorials



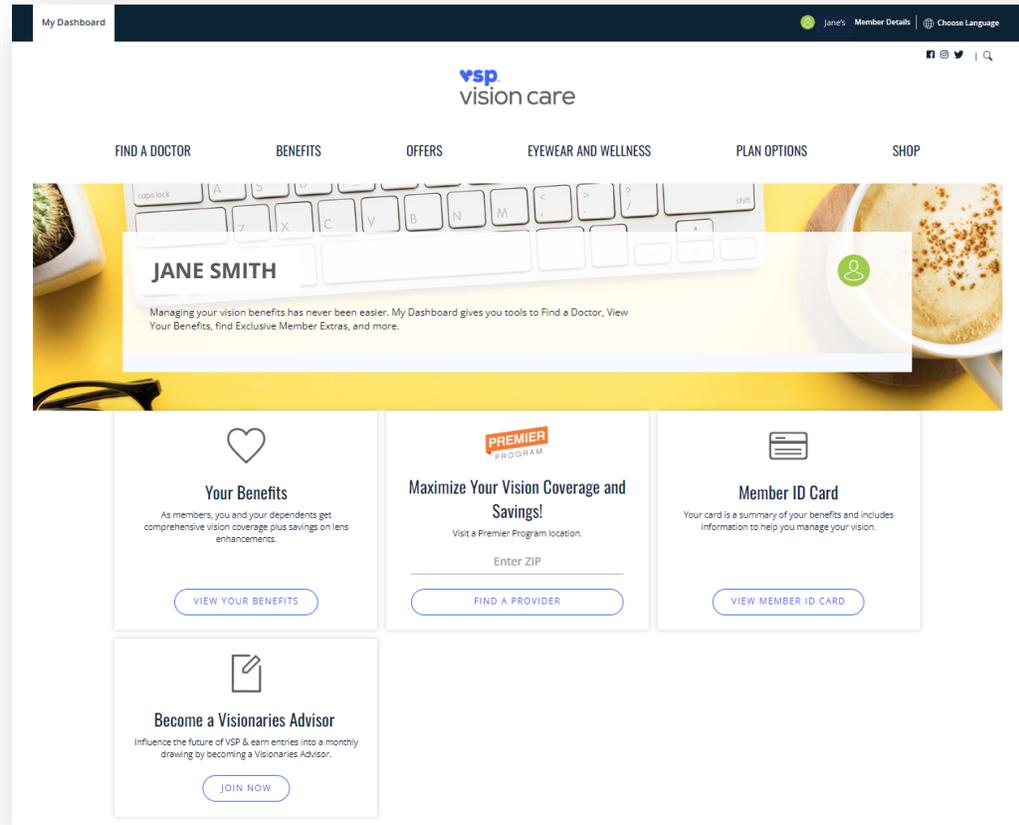
VISION PORTAL DESKTOP EXPERIENCE

How to Access Your New Vision Portal

1. Login to optimahealth.com/member.
2. Select “Vision Care Benefits” under the **Benefits and Coverage** section.

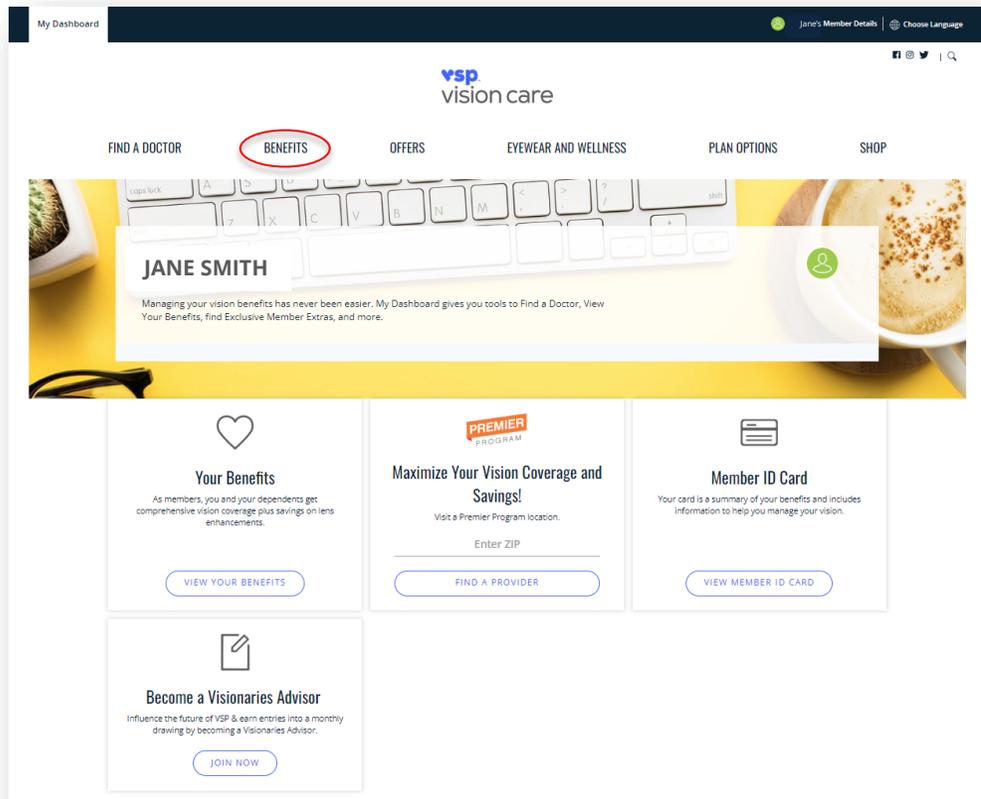


3. You'll be directed to your vision portal where you'll see your personalized dashboard.

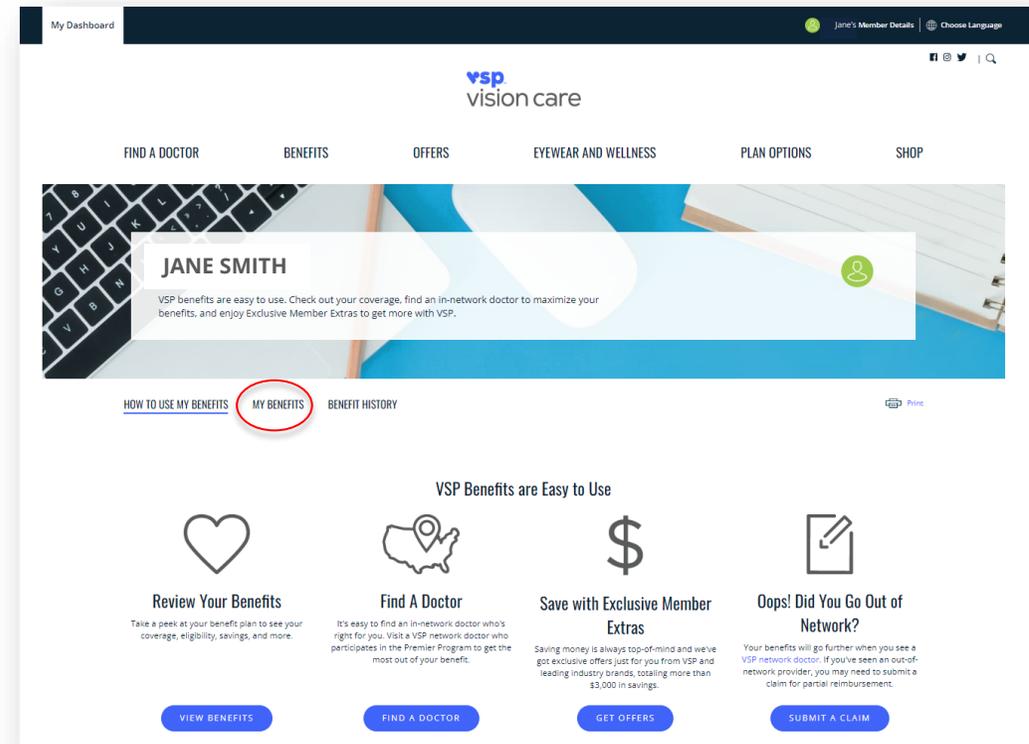


How to View Your Benefit Details

1. Click on “BENEFITS”.



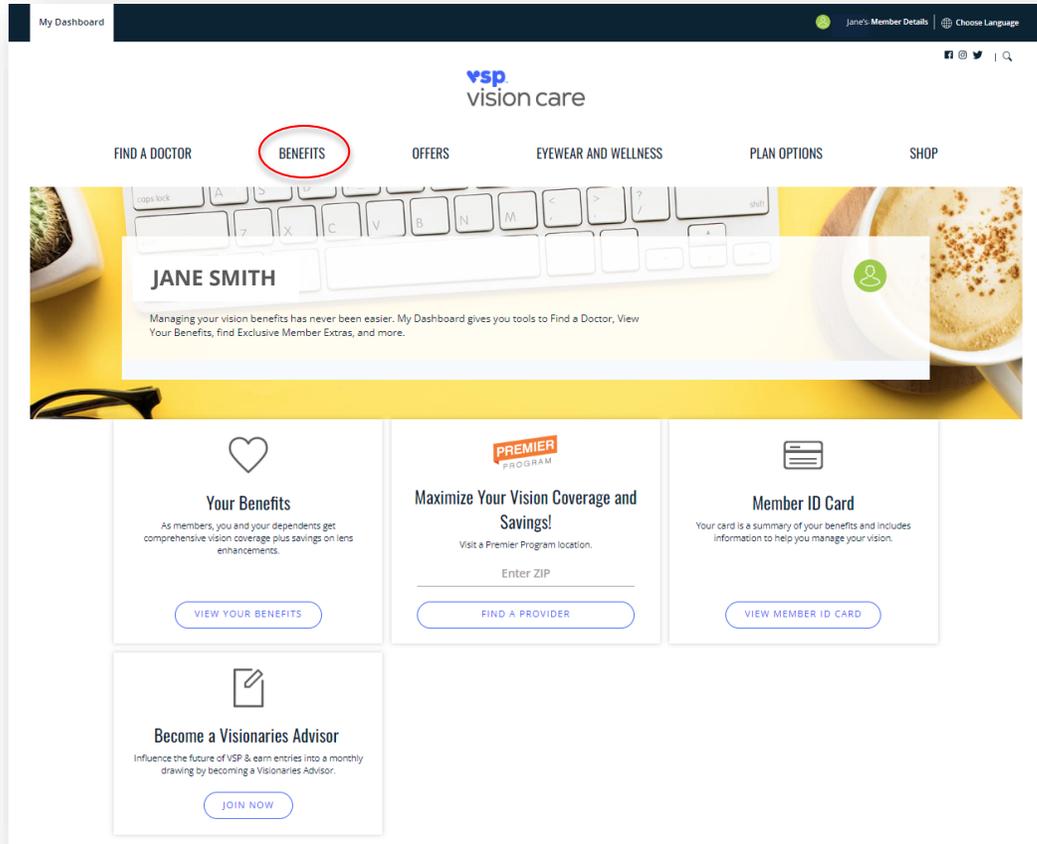
2. Click on “MY BENEFITS” to view your benefit details.



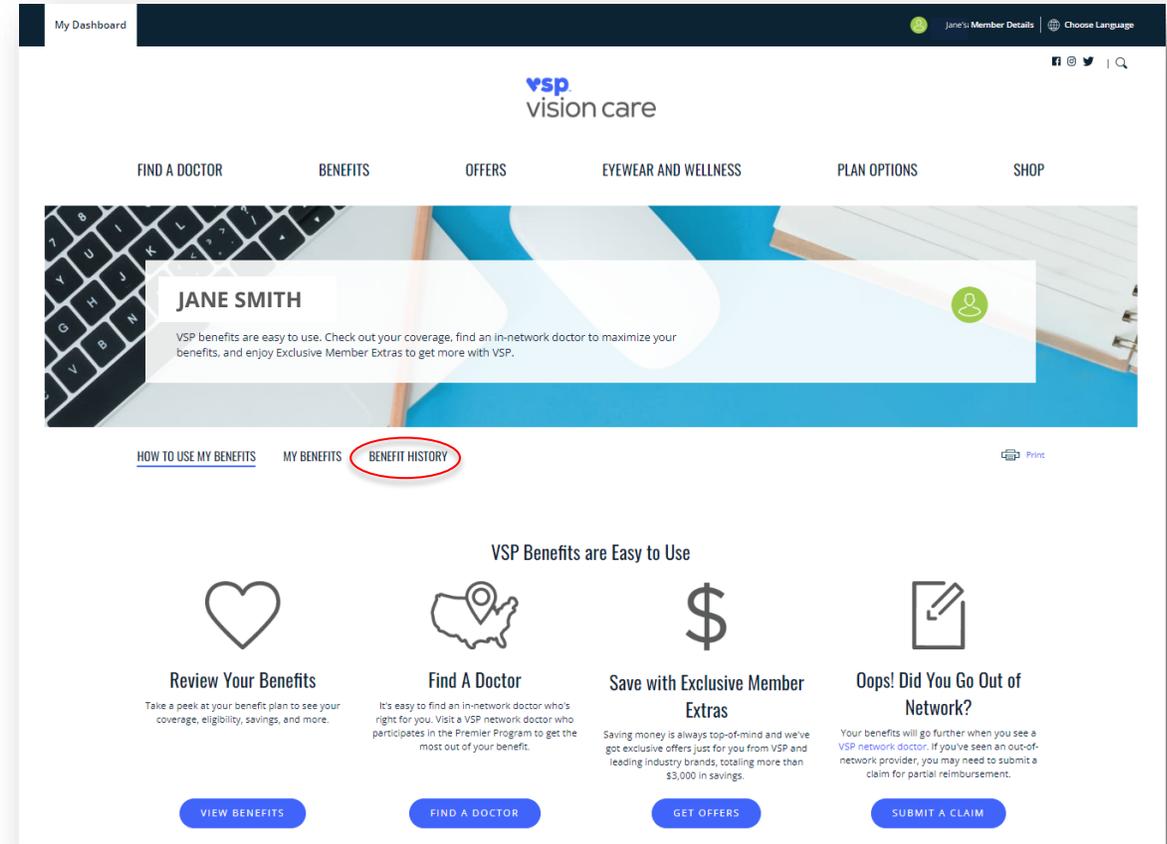
Note: There are multiple ways to access these resources, this is one example provided for guidance.

How to View Your Benefit History

1. Click on “BENEFITS”.



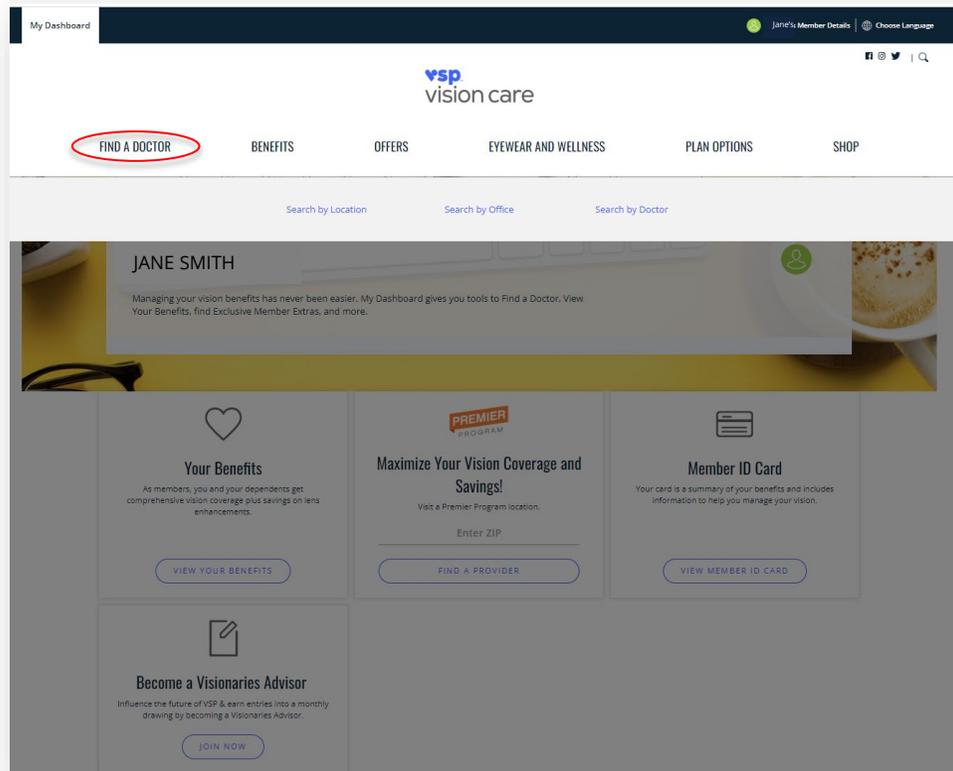
2. Click on “BENEFIT HISTORY”.



Note: There are multiple ways to access these resources, this is one example provided for guidance.

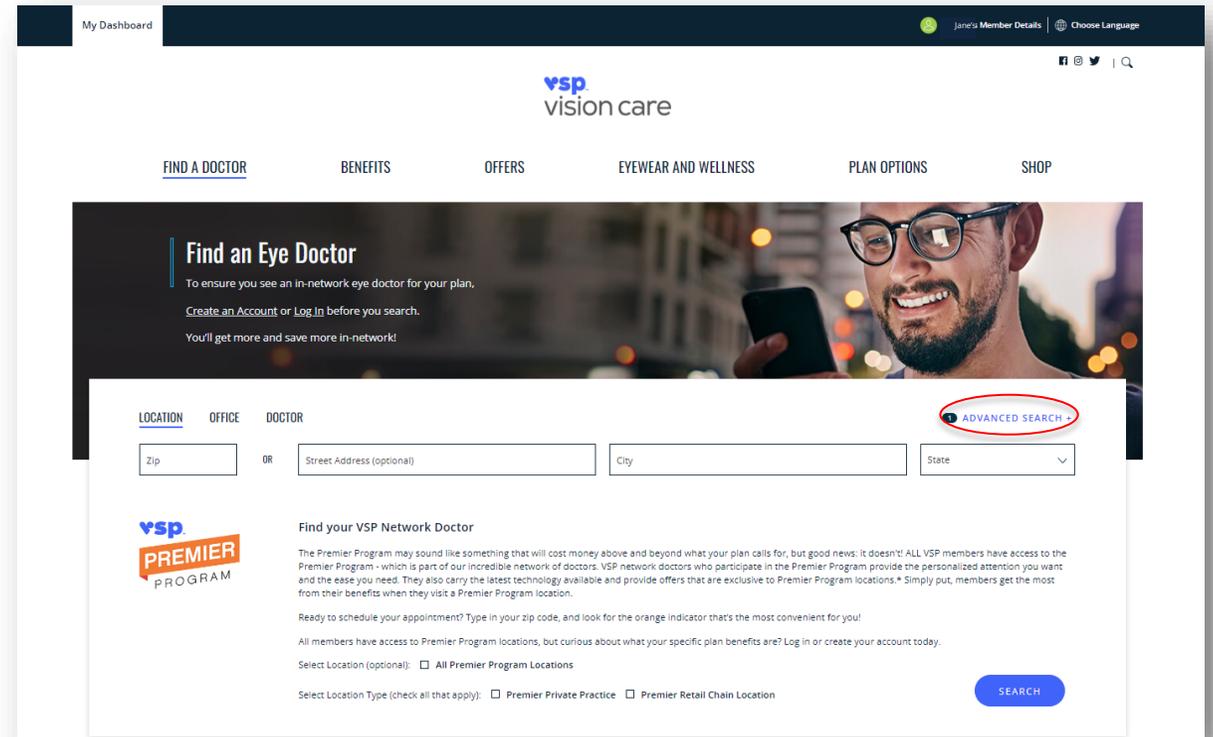
How to Find an Eye Doctor

1. Select “FIND A DOCTOR”. Alternatively, you can narrow your search by selecting “Search by Location”, “Search by Office”, or “Search by Doctor.”



Note: There are multiple ways to access these resources, this is one example provided for guidance.

2. Enter your search criteria. You can also select “ADVANCED SEARCH” to further filter your search results.

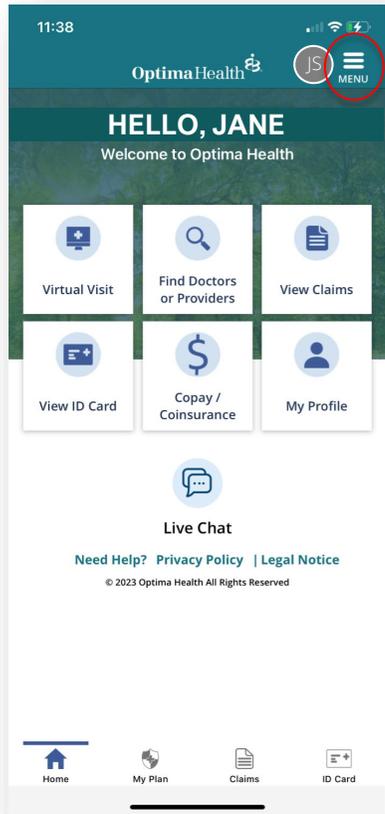


Note: You are already logged into your plan, so please disregard the instructions in the banner.

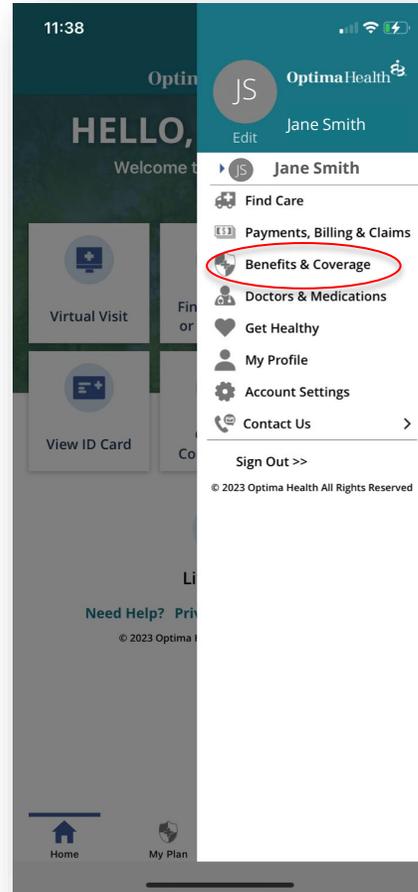
VISION PORTAL MOBILE EXPERIENCE

How to Access Your New Vision Portal

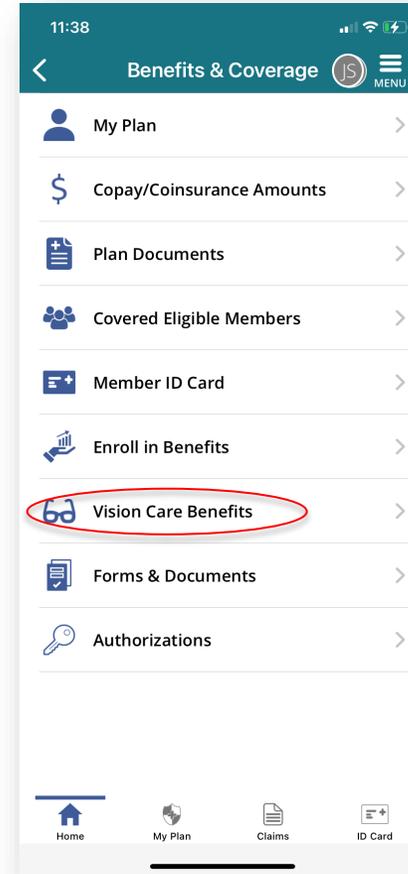
1. Login to optimahealth.com/member.
2. Click on the hamburger menu in the top right.



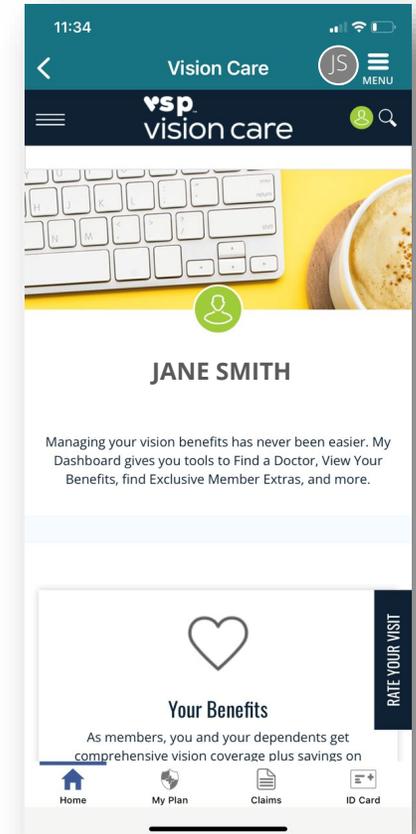
3. Select "Benefits & Coverage" from the drop-down menu.



4. Select "Vision Care Benefits" from the drop-down menu.

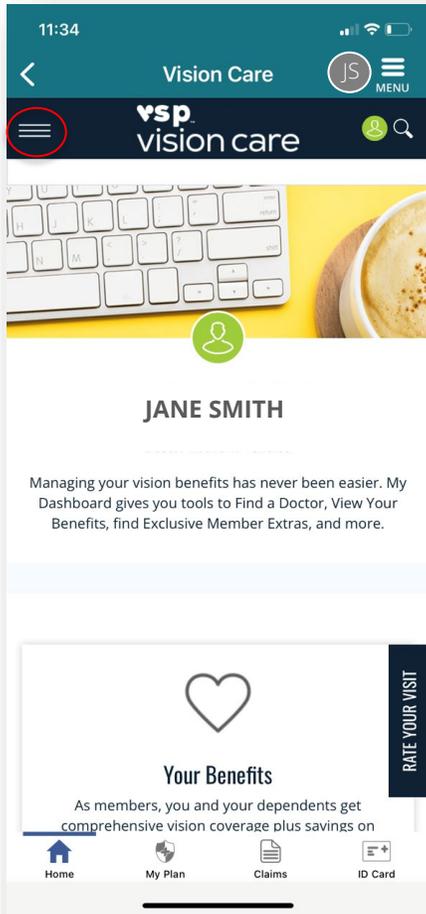


5. You'll be directed to your vision portal where you'll see your personalized dashboard.

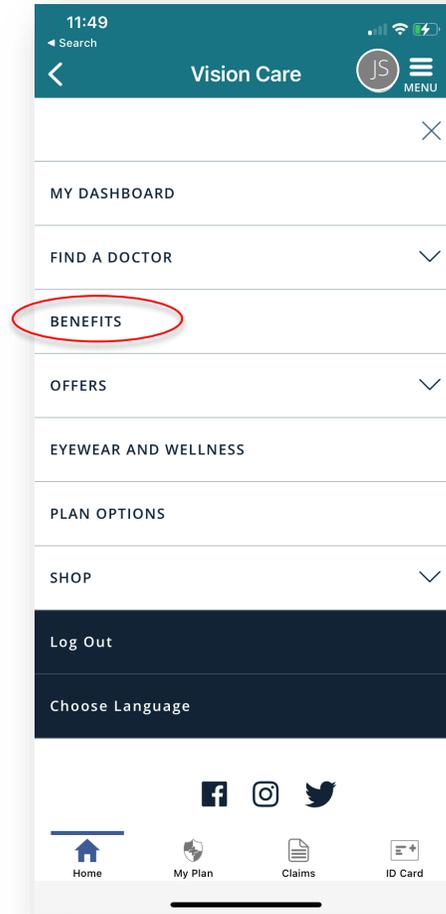


How to View Your Benefit Details and History

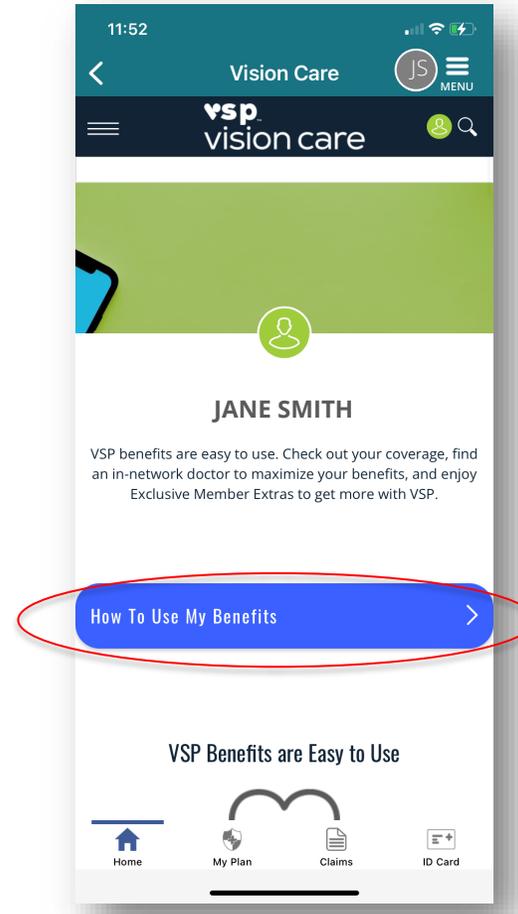
1. Click on the hamburger menu in the top left of your vision portal.



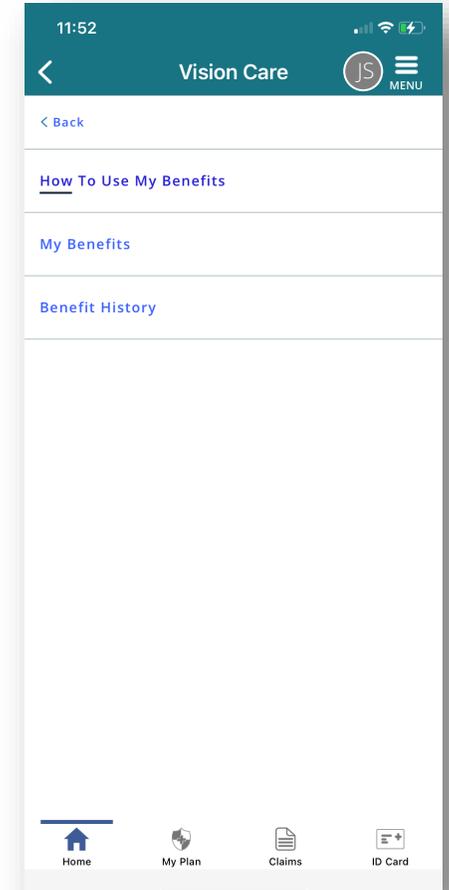
2. Select "BENEFITS" from the drop-down menu.



3. Click on the blue "How to Use My Benefits" button.

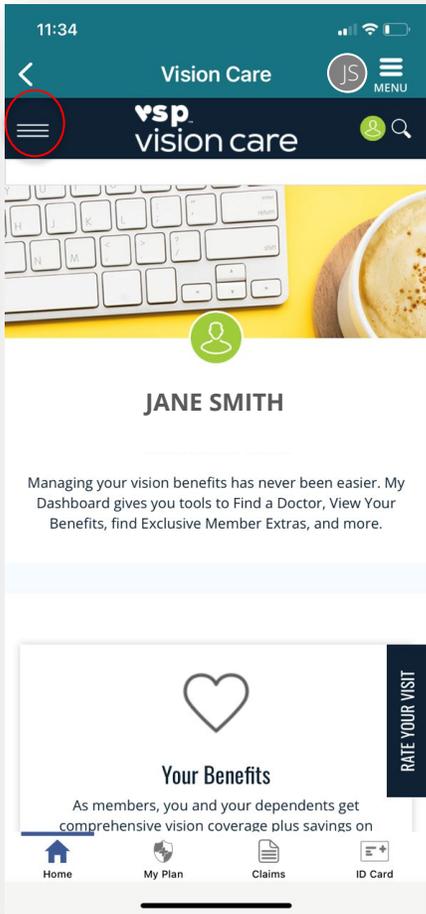


4. Select either "My Benefits" or "Benefit History" from the drop-down menu.

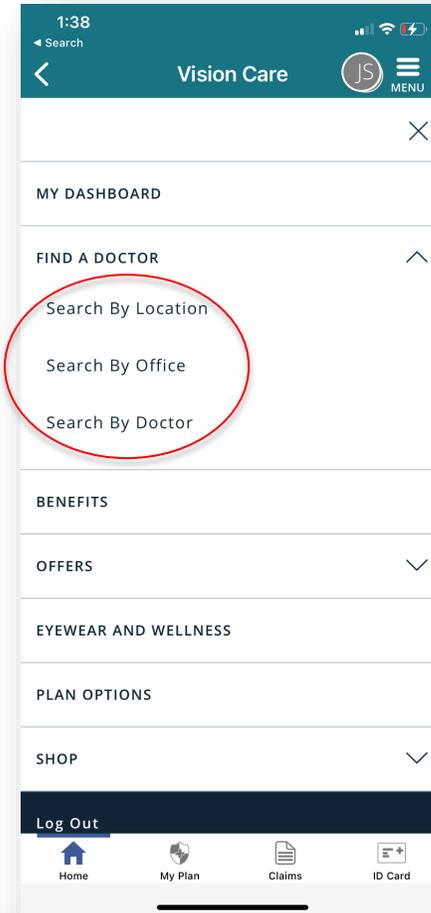


How to Find an Eye Doctor

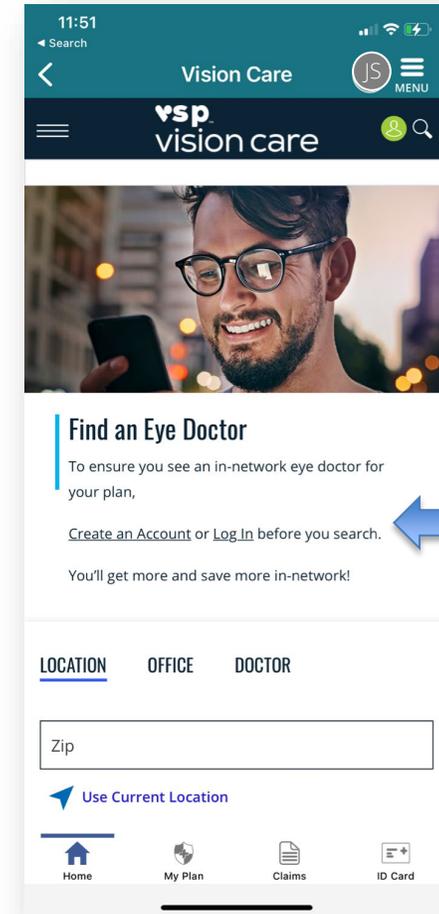
1. Click on the hamburger menu in the top left of your vision portal.



2. Select either "Search By Location", "Search By Office", or "Search By Doctor" under **FIND A DOCTOR** in the drop-down menu.



3. Enter your search criteria to find an in-network eye doctor near you.



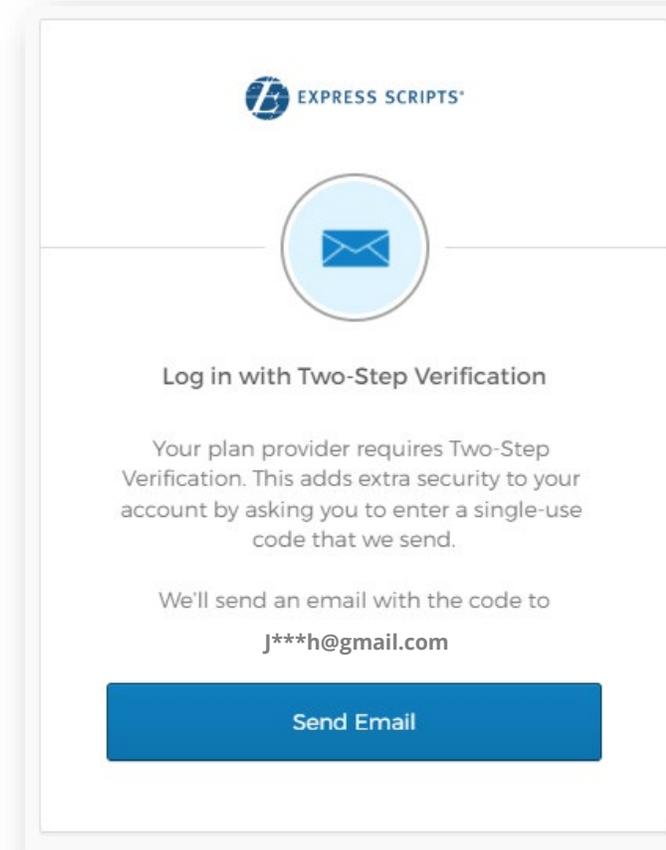
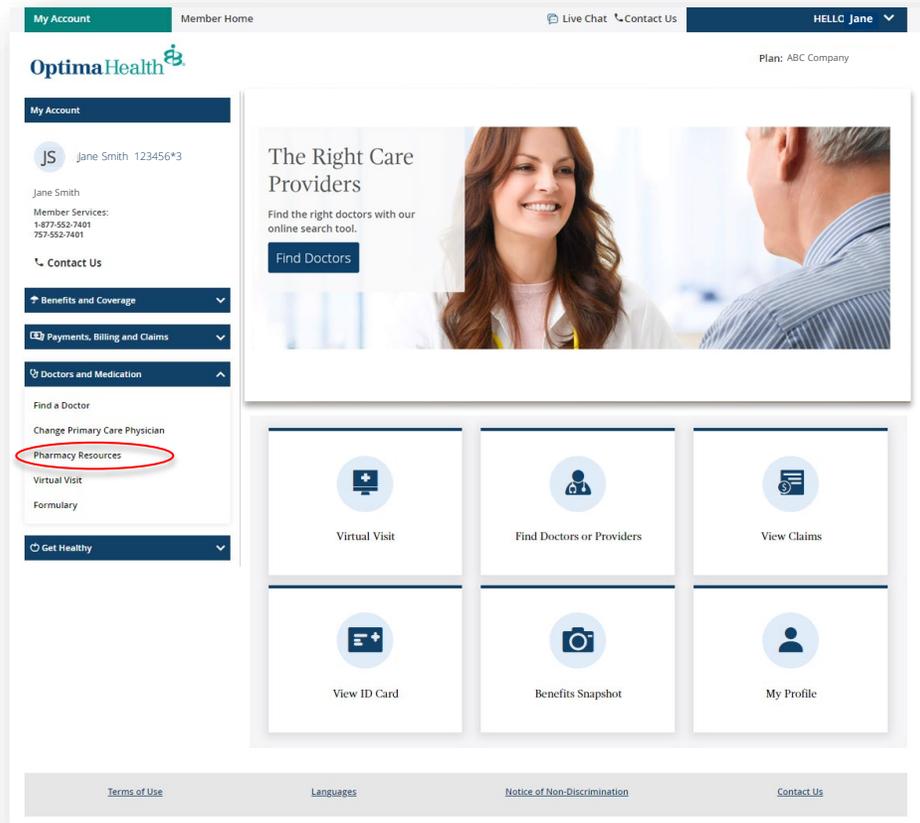
Note: You are already logged into your plan, so please disregard these instructions.

PHARMACY PORTAL DESKTOP EXPERIENCE

How to Access Your New Pharmacy Portal

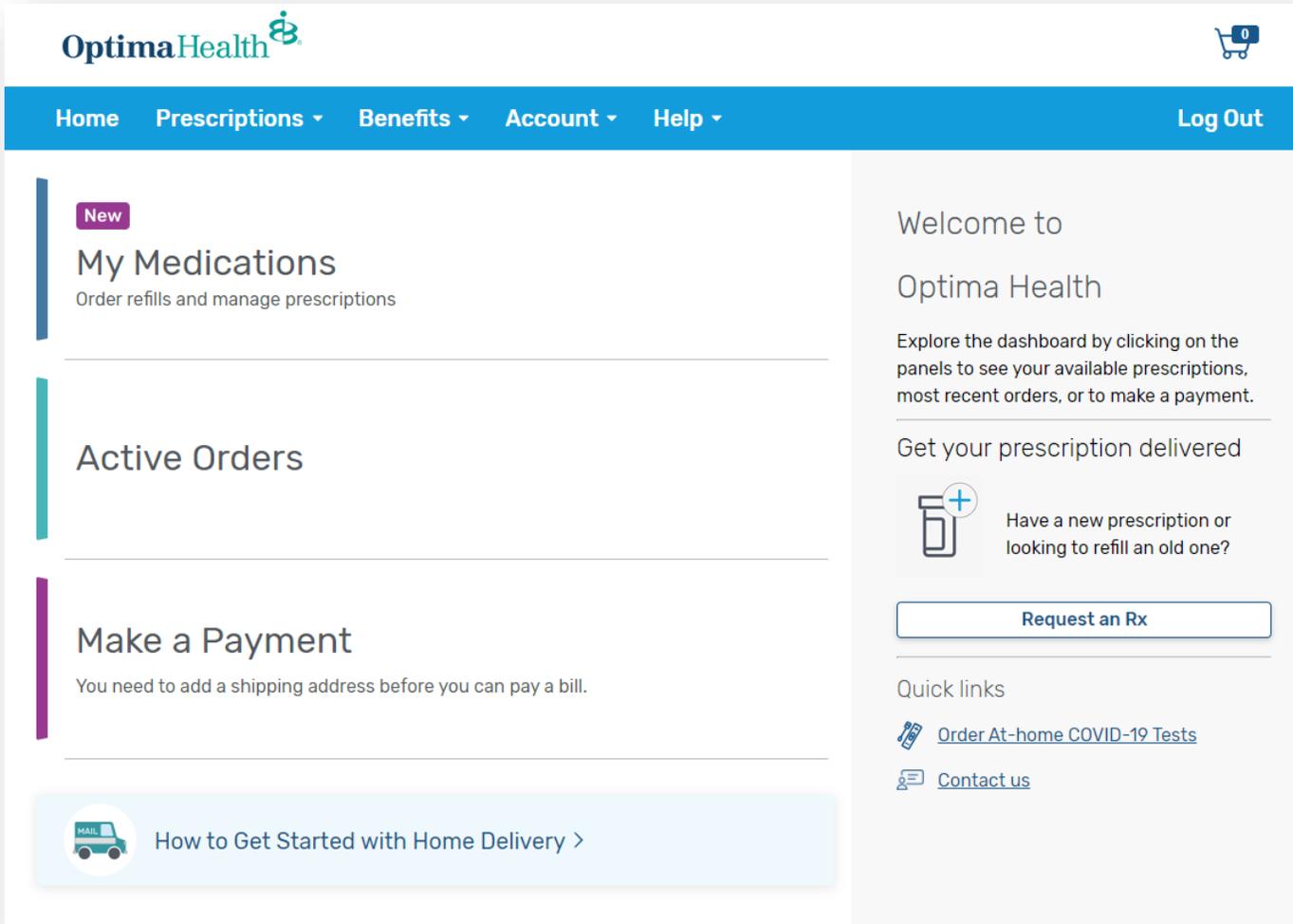
1. Login to optimahealth.com/member.
2. Select “Pharmacy Resources” under the **Doctors and Medication** section.

3. You will be required to login using two-step verification. Follow the directions as prompted.



Note: There are multiple ways to access this portal, this is one example provided for guidance.

Note: If you need to update your email address, please visit the “Communication Preferences” tab. It may take up to a day for changes to take effect.



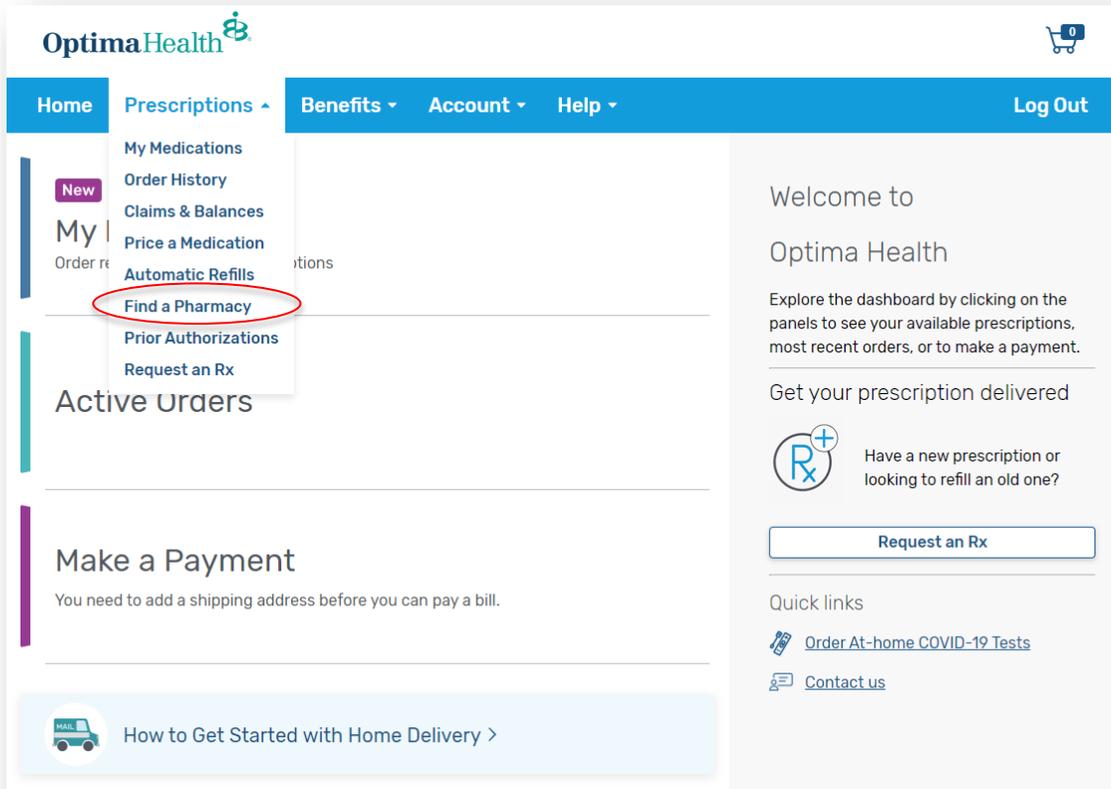
The screenshot shows the OptimaHealth Pharmacy Portal Home Page. At the top left is the OptimaHealth logo. To its right is a shopping cart icon with a '0' inside. Below the logo and cart is a blue navigation bar with the following items: Home, Prescriptions (with a dropdown arrow), Benefits (with a dropdown arrow), Account (with a dropdown arrow), Help (with a dropdown arrow), and Log Out. The main content area is divided into two columns. The left column contains three main sections: 'My Medications' (with a 'New' badge and the subtext 'Order refills and manage prescriptions'), 'Active Orders', and 'Make a Payment' (with the subtext 'You need to add a shipping address before you can pay a bill.'). At the bottom of the left column is a light blue banner with a mail truck icon and the text 'How to Get Started with Home Delivery >'. The right column contains a 'Welcome to Optima Health' message, a brief instruction to explore the dashboard, a 'Get your prescription delivered' section with a pill icon and a 'Request an Rx' button, and a 'Quick links' section with links for 'Order At-home COVID-19 Tests' and 'Contact us'.

Once signed in, you'll see the home page for your pharmacy portal.

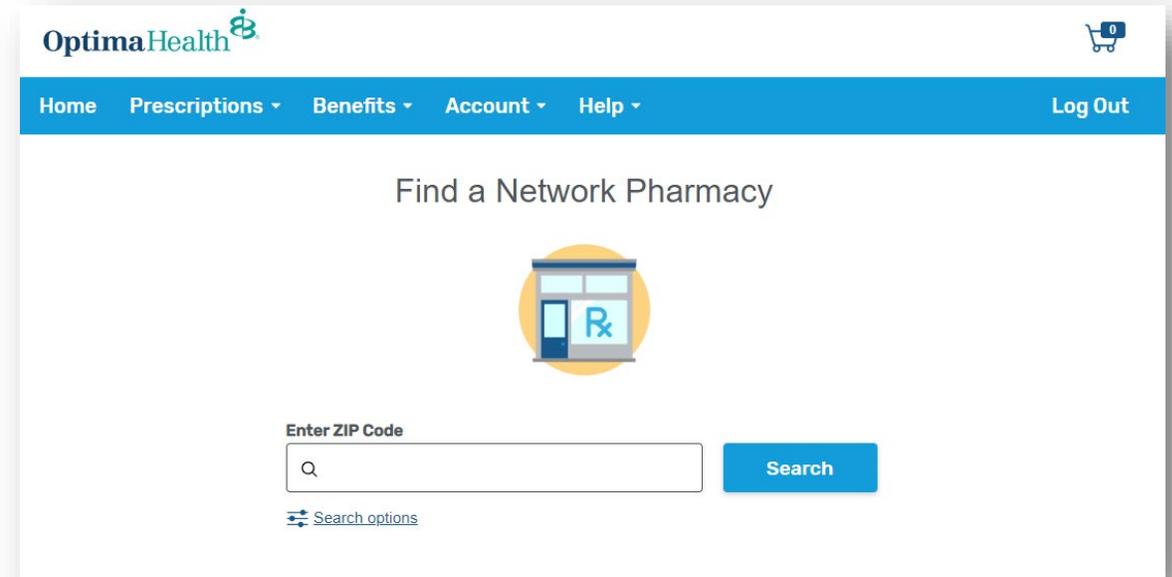
Note: the "Active Orders" and "Make a Payment" sections apply to mail-order prescriptions only.

How to Find a Pharmacy

1. Select “Find a Pharmacy” from the **Prescriptions** drop-down menu.

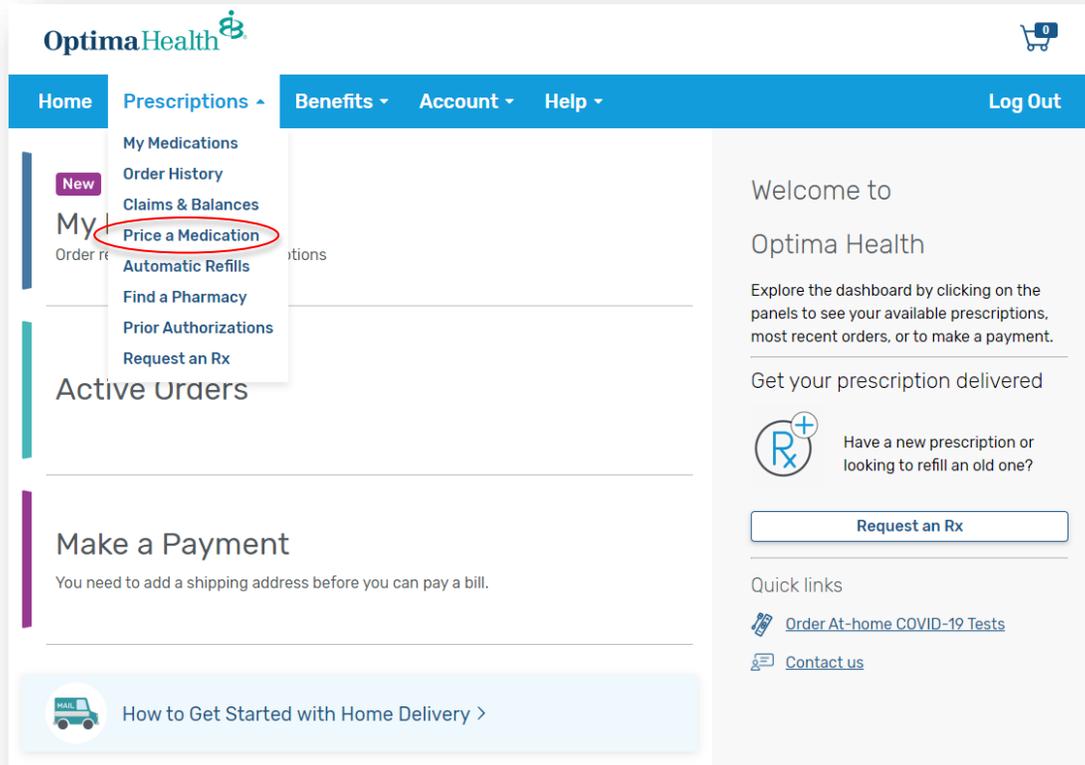


2. Enter your zip code to find in-network pharmacies near you.

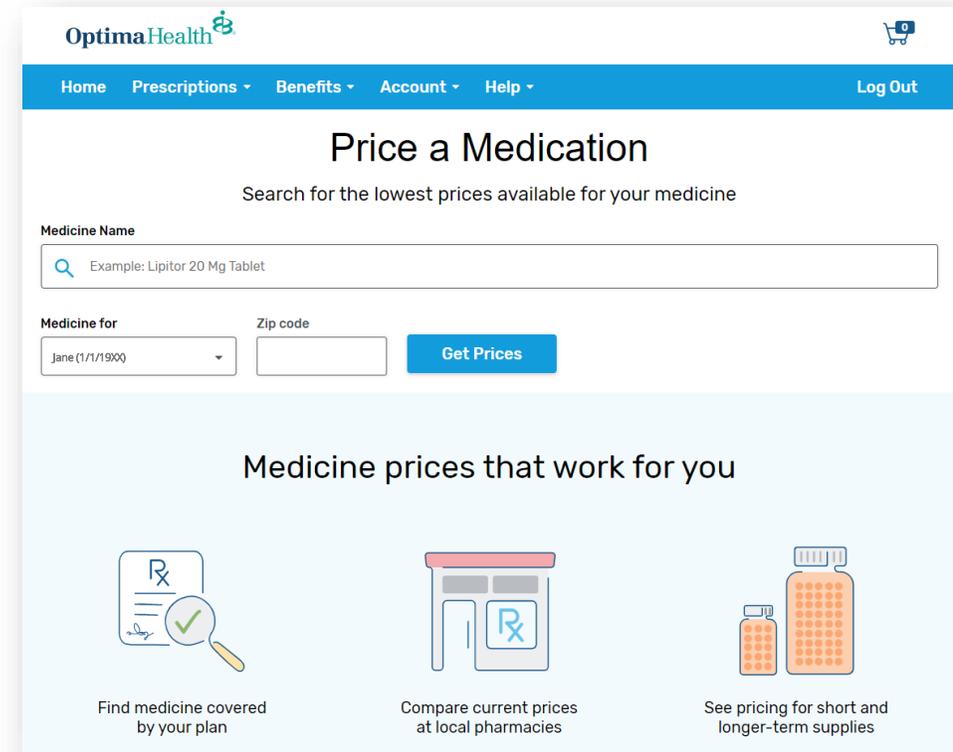


How to Price a Medication

1. Select “Price a Medication” from the **Prescriptions** drop-down menu.

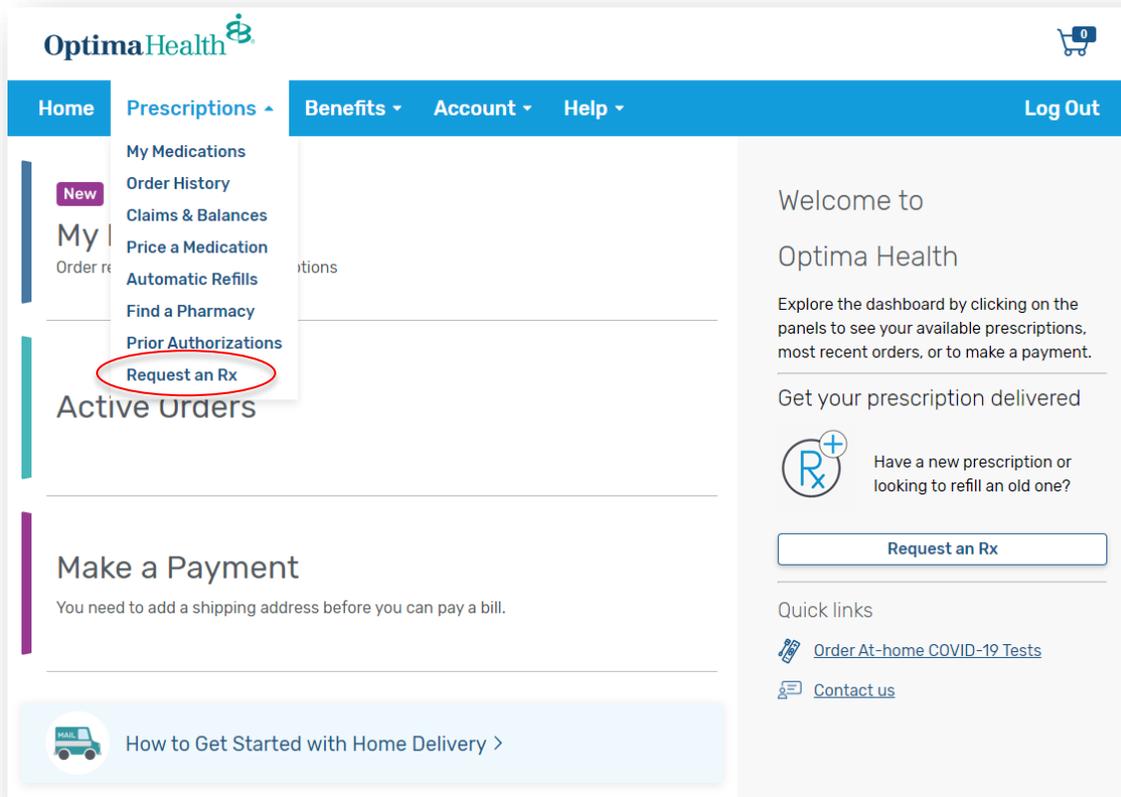


2. Enter your medication name, the recipient, and your zip code to find the best price near you.

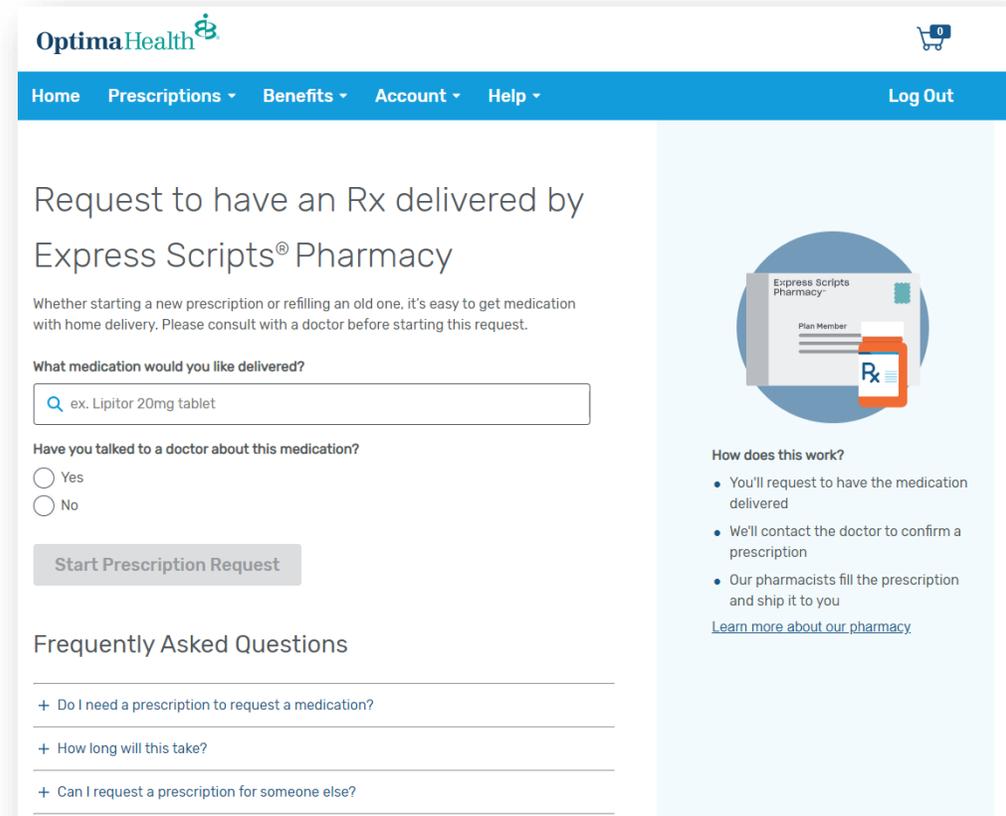


How to Request an Rx for Mail Order

1. Select “Request an Rx” from the **Prescriptions** drop-down menu.



2. Fill out the form to start your prescription request.

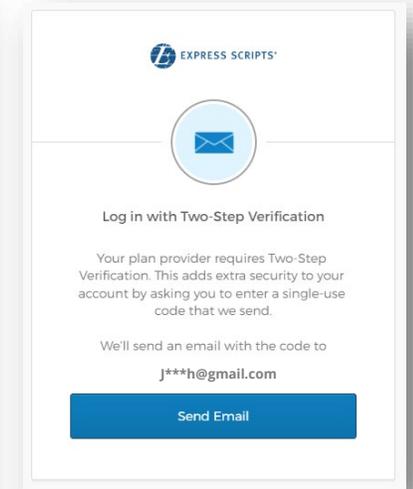
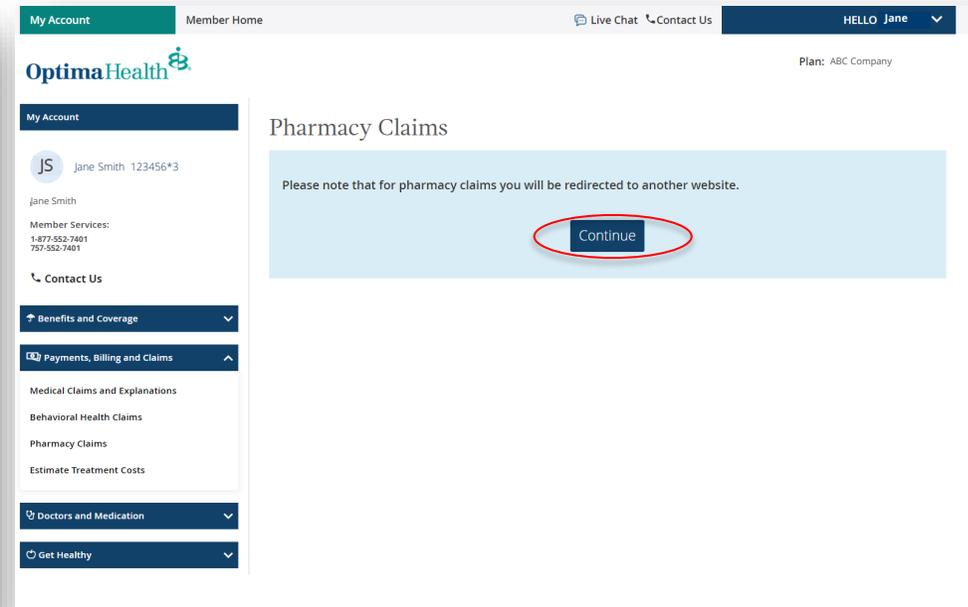
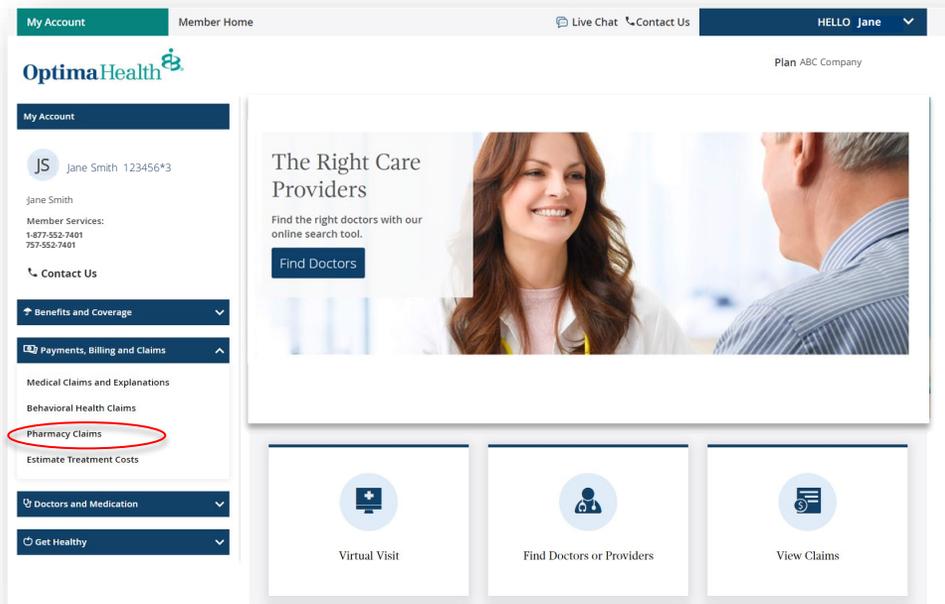


How to Access Your Pharmacy Claims

1. Login to optimahealth.com/member.
2. Select “Pharmacy Claims” under the **Payments, Billing and Claims** section.

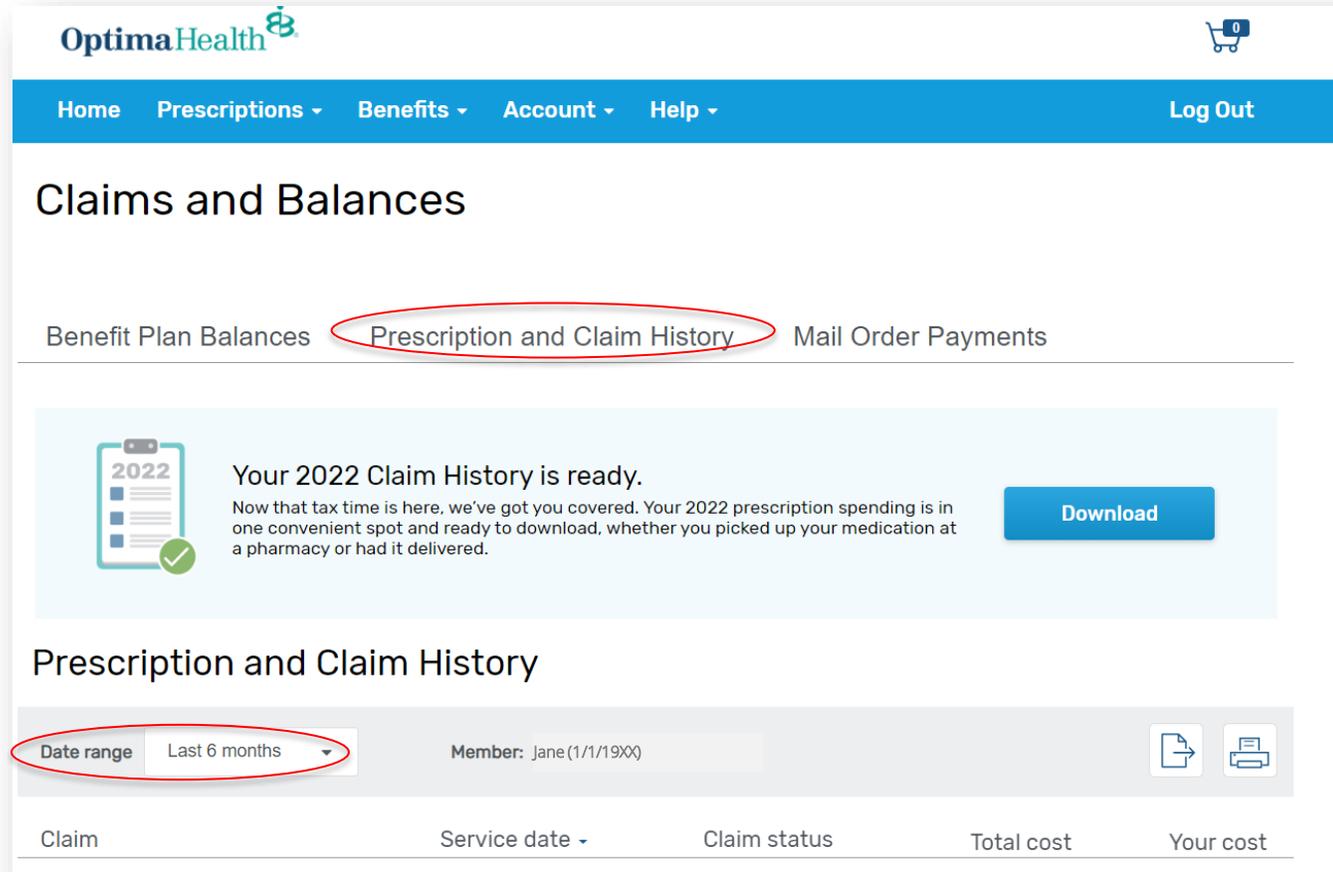
3. Click “Continue.”

4. You will be required to login using two-step verification. Follow the directions as prompted.



How to Access Your Pharmacy Claims (cont.)

5. Select the “Prescriptions and Claim History” tab and specify your date range to see your full history.



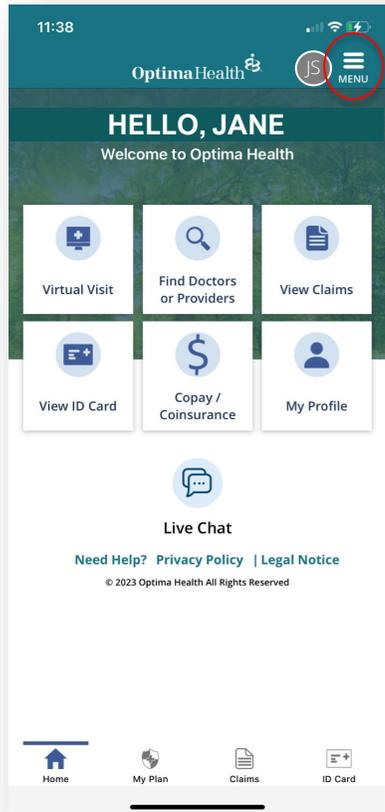
The screenshot displays the OptimaHealth user interface. At the top, there is a navigation bar with links for Home, Prescriptions, Benefits, Account, Help, and Log Out. Below this, the main heading is 'Claims and Balances'. Underneath, there are three tabs: 'Benefit Plan Balances', 'Prescription and Claim History' (which is circled in red), and 'Mail Order Payments'. A light blue banner below the tabs contains a clipboard icon with '2022' on it, followed by the text: 'Your 2022 Claim History is ready. Now that tax time is here, we've got you covered. Your 2022 prescription spending is in one convenient spot and ready to download, whether you picked up your medication at a pharmacy or had it delivered.' A blue 'Download' button is positioned to the right of this text. Below the banner, the section is titled 'Prescription and Claim History'. At the bottom of this section, there is a 'Date range' dropdown menu set to 'Last 6 months' (circled in red), a 'Member: Jane(1/1/19XX)' field, and icons for download and print. Below these elements is a table header with columns: Claim, Service date, Claim status, Total cost, and Your cost.



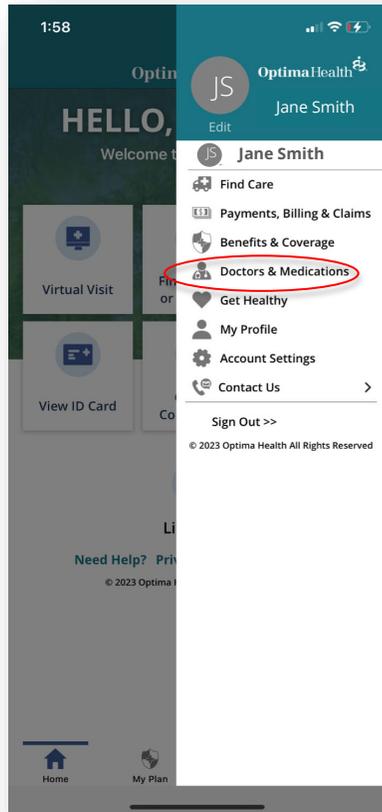
PHARMACY PORTAL MOBILE EXPERIENCE

How to Access Your New Pharmacy Portal

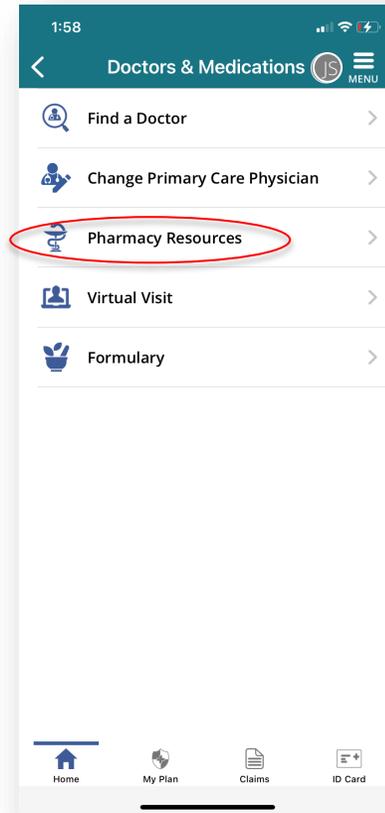
1. Login to optimahealth.com/member.
2. Click on the hamburger menu in the top right.



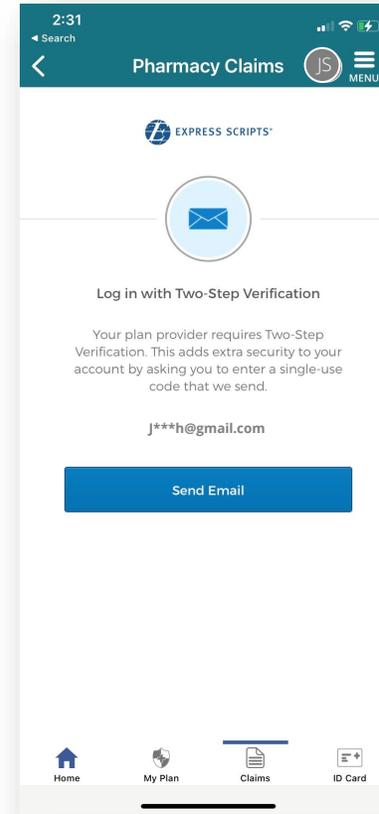
3. Select "Doctors & Medications" from the drop-down menu.



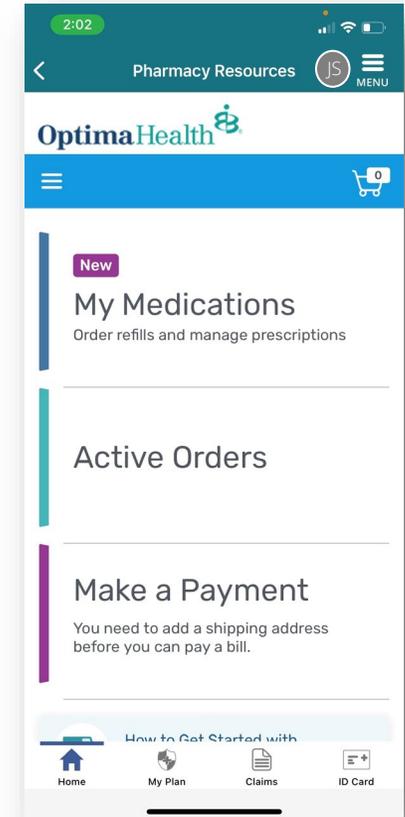
4. Select "Pharmacy Resources" from the drop-down menu.



5. You will be required to login using two-step verification. Follow the directions as prompted.



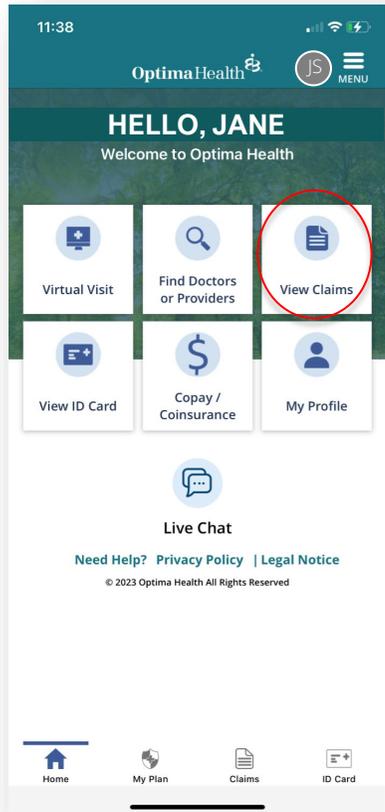
6. Once signed in, you'll see the home page for your pharmacy portal.



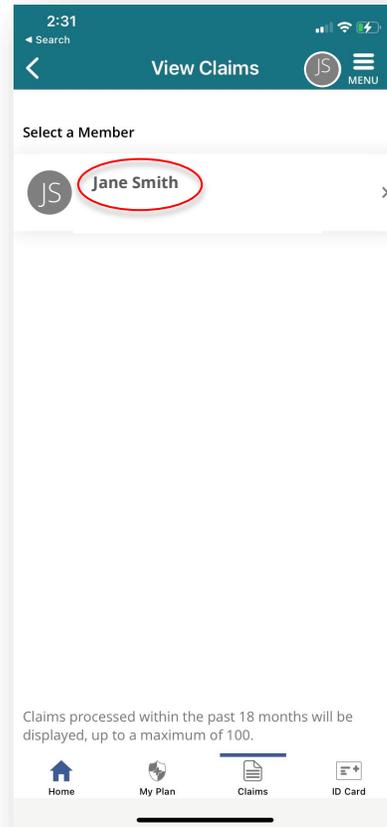
Note: If you need to update your email address, please visit the "Communication Preferences" tab. It may take up to a day for changes to take effect.

How to Access Your Pharmacy Claims

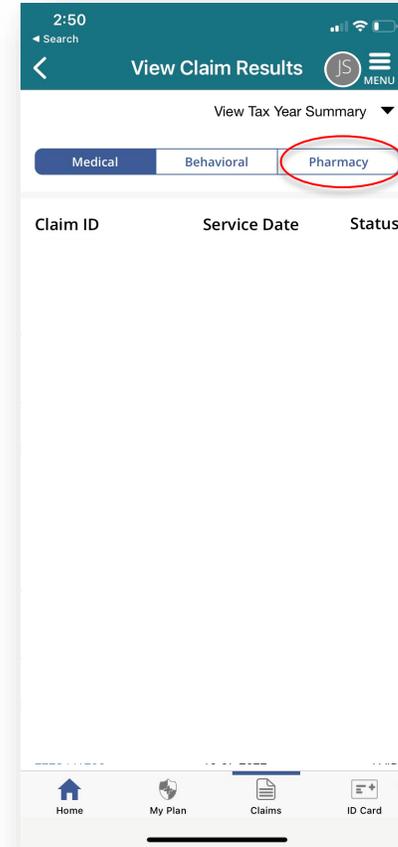
1. Login to optimahealth.com/member.
2. Click on "View Claims."



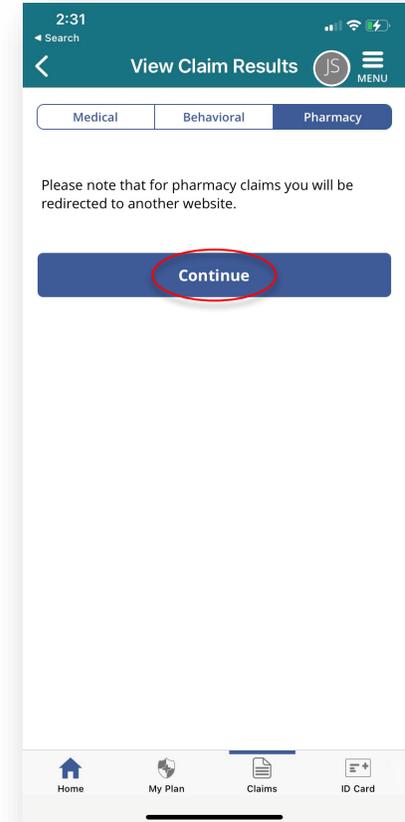
3. Select your name.



4. Select "Pharmacy."

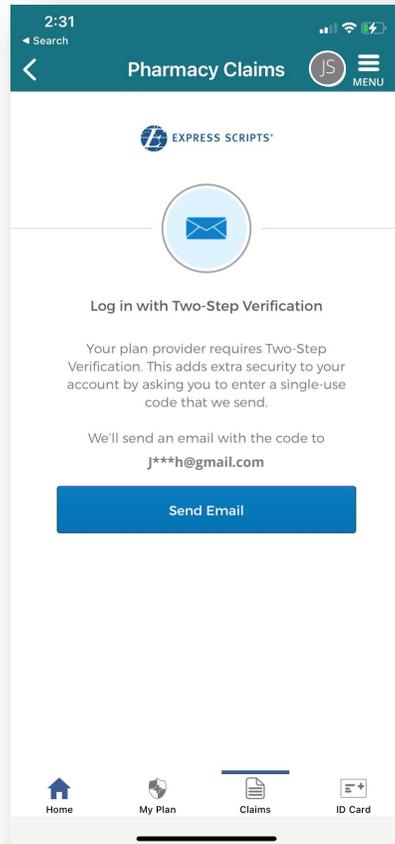


5. Select "Continue."

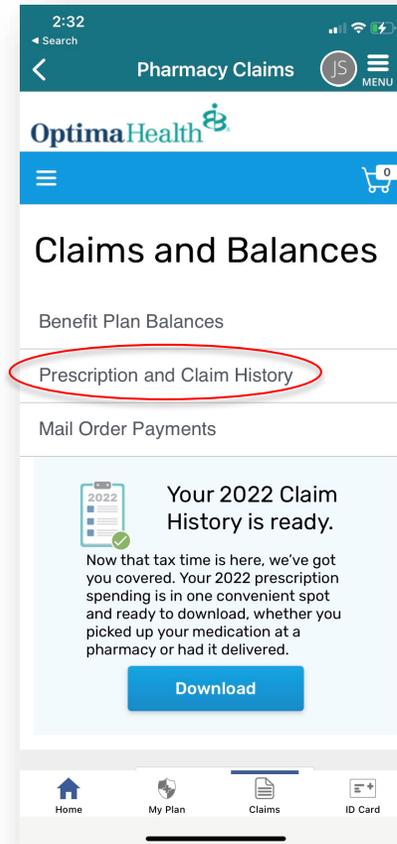


How to Access Your Pharmacy Claims (cont.)

6. You will be required to login using two-step verification. Follow the directions as prompted.



7. Select the "Prescriptions and Claim History" tab and specify your date range to see your full history.



Thank You

If you need additional assistance, please contact member services at the number listed on the back of your member ID card.