



Important Things to Know

About MaxorPlus

Inspiring
What's Next

About MaxorPlus

Since 1991, MaxorPlus has provided outstanding pharmacy benefits for members and dependents. We are here to help you manage your prescriptions safely and cost-effectively, and are dedicated to providing you the best customer service anytime you need us.

Our Services

MaxorPlus provides pharmacy benefit services nationwide. We own and operate our own mail order and specialty pharmacies which allow us to provide full-service pharmacy benefits to our members.

MXP Pharmacy

MXP Pharmacy offers a convenient, cost effective way to order prescribed long-term medications for delivery to your home. Medications obtained through mail order are limited to a 90-day supply. To maximize your savings, please ask your doctor to write, submit electronically, or fax your prescription for a 90-day supply with refills up to one year. Once MXP Pharmacy has your prescription, refills can easily be obtained. To get started, please use one of the following options:

- 1) Go Online - Create a MaxorPlus member web portal account at www.maxorplus.com. After you have successfully created an account, select the "Sign-Up for Mail Order" feature.
- 2) By Mail - Print and fill out a mail order form from the MaxorPlus website. Mail in your completed form to the pharmacy with your prescription(s) and form of payment.
- 3) By Phone - Call (800) 687-8629 and follow menu instructions to speak to a member advocate.

Maxor Specialty

At Maxor Specialty, we focus on personalized service for the most complex disease states. We offer the therapies and resources you need to help manage your condition. Our pharmacist and patient care coordinators are available 24/7/365 to answer any questions that may arise.

Visit www.maxorspecialty.com or call 866-629-6779 for more information.

Customer service is one of our highest priorities

Our Member Advocates are available 24 hours a day and 7 days a week. A Member Advocate can answer benefit questions that include: coverage, copay quotes, deductibles and out of pocket amounts, prior authorization required medications, quantity limits and more. We are here to assist you by offering you lower cost medication alternatives. These lower cost alternatives would need to be discussed with your physician to determine if they are appropriate for you.

Our trained Member Advocates can also assist members with processing claims and will gladly call your pharmacy to help their staff with prescription claims. MaxorPlus also provides the status of your medication prior authorizations. If you are looking for a network pharmacy and needing help, just call a MaxorPlus Member Advocate to get connected with a pharmacy in no-time.

The MaxorPlus Member Portal lets members manage their pharmacy benefits with ease.

The member portal allows users to manage almost all of their pharmacy benefits from the comfort of their computer, tablet, and even smartphone. Using the portal members can sign-up for the MXP Pharmacy and then process refills for their medications directly from the portal. Members can also order replacement insurance cards (if the plan supports printed cards). Many members need to print or download their prescription history. The member portal makes it easy to choose a date range and print or download a history of medications purchased during that time period.

The MaxorPlus member portal makes managing dependents and other users a breeze. You can even grant access to other users with the click of a button. If you're traveling or just looking for a pharmacy nearby, you can use the portal to locate in-network pharmacies. You can even make direct calls to these pharmacies or find them on a map from your mobile device. Finding a prescription copay is simple using the Calculate Copay section of the portal. Members can also find a formulary and other plan documents in downloadable formats in the Benefit Documents section.

If you have questions, we have answers. The member portal has an in-depth FAQ section, and if your question is not answered there, feel free to contact a MaxorPlus Member Advocate.



Inspiring
What's Next

www.maxorplus.com