

How to Access and Navigate the MaxCare Member Portal



Welcome to MaxCare's member portal, a wonderful tool to maximize your Rx benefits, and available to all active MaxCare members. To access the member portal, go to my.maxcarerx.com, and the link is located at the bottom of the page. Click **Take Me There**, and you'll be taken to the log-in page.



If you've never registered before, look on the right side of the screen where it says New Users, and select **Click Here to Register for Access**.

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All the information you'll need is located on your ID card, as shown on your computer's screen. You'll need our BIN number, your Card ID, your date of birth, a username you've selected, your email address, gender, and security question/answer. Once you click **Register**, you'll be sent an email to the address you listed during registration.

Register.

Create a new account.

Registration

Bin #:

Card ID:

Date Of Birth:

User Name: ?

Email:

Address:

Gender:

Verify Question:

Verify Answer:

Sample Pharmacy Benefit Card

MaxCARE Client Name

BIN #: 009430 A

Group #: 00002010 Pharmacy Help Desk: (800) 899-3542

ID: 123456789 B

Name: JANE DOE C

02 JOHN 05 JOHN JR
03 JIMMY 06 BECKY
04 SUSAN

LEGEND

A BIN Number
B Card ID
C Name

New Users

You will need a copy of your insurance card.

[Click Here to Register for Access](#)

Need Some Help?

Forgot your user name or password?

[Click Here for Help Logging In](#)

Questions or comments about the web site?

[Contact Us](#)

The email will contain your temporary password, and once you enter it, along with your username, you'll get the opportunity to change your password.

When you're logged in, you'll be taken to the main page of the member portal. From there, you can see your plan information at a glance, including deductible information, prescription information, how much you've paid for prescriptions during the current year, how much your plan has paid, and whether or not you have refills due.

[Log Off](#) [Help](#) [Contact Us](#) [My Profile](#)



>> Home

[Member Portal](#) ?

Welcome

Your Plan:	You	Family
Your Plan Deductible is	\$0.00	\$0.00
Amount Remaining is	N/A	N/A
Year-to-Date Rx Count	0	0
YTD Amount You Have Paid	\$0.00	\$0.00
Benefit YTD Amount Your Plan Has Paid	\$0.00	\$0.00



Quick Links

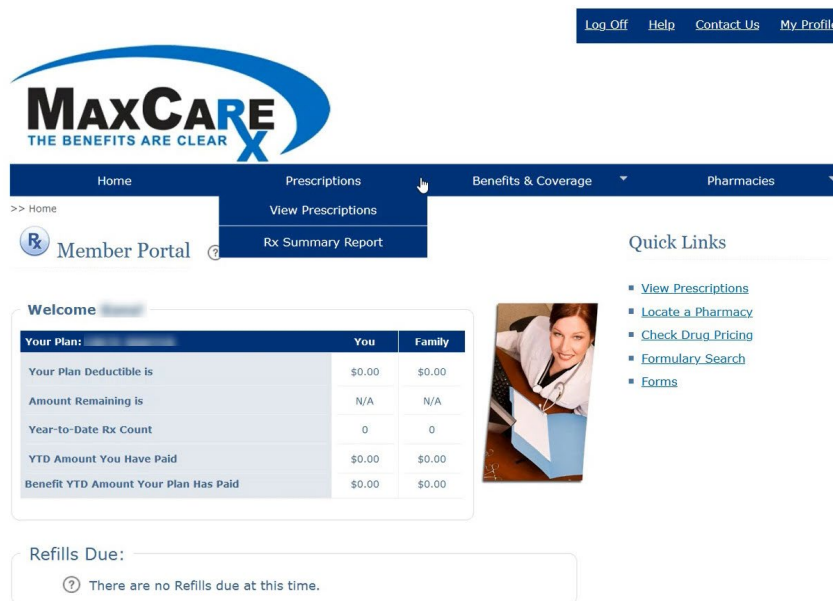
- [View Prescriptions](#)
- [Locate a Pharmacy](#)
- [Check Drug Pricing](#)
- [Formulary Search](#)
- [Forms](#)

Refills Due:

? There are no Refills due at this time.

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When you click on the down arrow next to Prescriptions, as shown, you will see the options to **View Prescriptions** and access the **Rx Summary Report**.



The screenshot shows the MaxCare Member Portal interface. At the top right, there are links for Log Off, Help, Contact Us, and My Profile. The main navigation bar includes Home, Prescriptions, Benefits & Coverage, and Pharmacies. The Prescriptions dropdown menu is open, showing options for View Prescriptions and Rx Summary Report. On the left, there is a Member Portal icon and a welcome message. Below the welcome message is a table showing plan details for 'You' and 'Family'. To the right of the table is a 'Refills Due' section indicating no refills are due at this time. Further right is a 'Quick Links' section with links to View Prescriptions, Locate a Pharmacy, Check Drug Pricing, Formulary Search, and Forms.

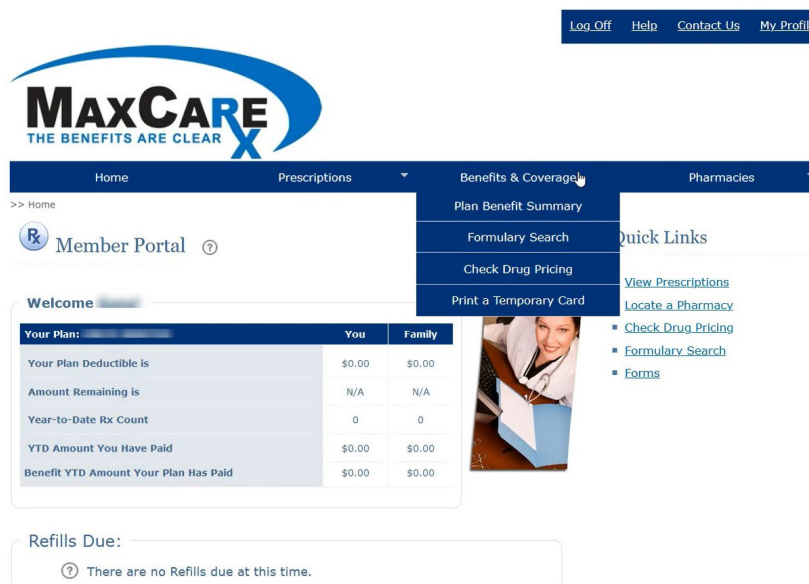
Your Plan:	You	Family
Your Plan Deductible is	\$0.00	\$0.00
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Year-to-Date Rx Count	0	0
YTD Amount You Have Paid	\$0.00	\$0.00
Benefit YTD Amount Your Plan Has Paid	\$0.00	\$0.00

Refills Due: There are no Refills due at this time.

Quick Links

- View Prescriptions
- Locate a Pharmacy
- Check Drug Pricing
- Formulary Search
- Forms

Click on the down arrow next to Benefits and Coverage, and you will see options to view your **Plan Benefit Summary**, conduct a **Formulary Search**, **Check Drug Pricing**, and **Print a Temporary Card**.



The screenshot shows the MaxCare Member Portal interface with the Benefits & Coverage dropdown menu open. The dropdown menu includes options for Plan Benefit Summary, Formulary Search, Check Drug Pricing, and Print a Temporary Card. The rest of the interface, including the Member Portal icon, welcome message, plan details table, refills due section, and quick links, remains the same as in the previous screenshot.

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YTD Amount You Have Paid	\$0.00	\$0.00
Benefit YTD Amount Your Plan Has Paid	\$0.00	\$0.00

Refills Due: There are no Refills due at this time.

Quick Links

- View Prescriptions
- Locate a Pharmacy
- Check Drug Pricing
- Formulary Search
- Forms

How to Access and Navigate the MaxCare Member Portal

When you click on the down arrow next to **Pharmacies**, it will take you to our pharmacy locator.

Log Off Help Contact Us My Profile

MAXCARE
THE BENEFITS ARE CLEAR

Home Prescriptions Benefits & Coverage Pharmacies

>> Home

Member Portal

Welcome

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YTD Amount You Have Paid	\$0.00	\$0.00
Benefit YTD Amount Your Plan Has Paid	\$0.00	\$0.00

Refills Due:

There are no Refills due at this time.

Quick Links

- View Prescriptions
- Locate a Pharmacy
- Check Drug Pricing
- Formulary Search
- Forms

As you can see, we've also added handy quick links for our most popular features to get you where you want to go fast!

Log Off Help Contact Us My Profile

MAXCARE
THE BENEFITS ARE CLEAR

Home Prescriptions Benefits & Coverage Pharmacies

>> Home

Member Portal

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Quick Links

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- Check Drug Pricing
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If you have questions about how to best navigate the member portal, you can select **Help**, which is located on the top of any screen. From there, you'll be taken to the Member Help Portal. It has useful tips on how to navigate the site, a FAQ section, and Term Definitions.

Contents Search

Home Prescriptions Benefits & Coverage Pharmacies FAQ Term Definitions

Introduction

With the enhanced Member Portal, you can:

- Check benefit information
- Price a drug
- Find a pharmacy
- Print a temporary card
- View your prescription history
- Print or save your prescription summary report
- and much more.

Please check the [System Requirements](#) to ensure an optimal experience.

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When you're ready to leave the website, go to the top of the page and select **Log Off** to be sure your personal information is protected.

MaxCARE
THE BENEFITS ARE CLEAR X

Home Prescriptions Benefits & Coverage Pharmacies

>> Home

Member Portal ?

Welcome !

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Quick Links

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If you have any questions, click the link that says **Contact Us**, and you'll be provided with a toll-free number and email address for correspondence. **Please do not send your Protected Health Information (PHI) via email**, as it is not a secure method of communication unless encrypted.

We are so glad you are a member of the MaxCare family!

Please let us know how we can assist you.

Email us at: customerservice@maxcarerx.com

Call us at: (800) 259-7765

