

Frequently Asked Questions (FAQ) Summary:

- The member FAQ can be found at <https://www.medimpact2go.com/help>

Additional Questions

1. **What is My Best Pharmacy?**

- It shows you the lowest total price you'll pay at a single pharmacy in your area for all your active prescriptions. You may still be able to find a lower price by filling at multiple pharmacies, or by using more than one coupon at the same pharmacy, but your Best Pharmacy price provides the maximum combination of convenience and savings.

2. **Why can't I find my pharmacy?**

- There are a few reasons why a pharmacy may not come up in your search. For example, depending on which city or zip code you're searching in, you may need to adjust the search radius. You can also try clicking the VIEW MORE PHARMACY PRICES button at the bottom of the price results list to show more pharmacies in your area. MedImpact2Go does not incorporate a stand-alone pharmacy locator, but you can search for any drug in any location using the Drug Price Search to find the pharmacies that you have access to in your network.

Drug Price Search

Drug Name	Location	
<input type="text" value="Q Enter a Drug Name"/>	<input type="text" value="10181 Scripps Gateway Parkway, San Diego"/>	<input type="button" value="Find the lowest price"/>

3. **I'm having trouble finding prices for my dosage, quantity, or brand?**

- After searching for your prescription, you'll see a list of pharmacies and prices. You should also see some dropdown options with blue text just above those listings. There are sections where you can select brand or generic, form (e.g. tablet or cream), dosage (e.g. 100 mg), and quantity. Choose the right options for you in each section, and the prices will reload with your new selections to match your prescription.

4. **How do I find prices for my prescriptions?**

- You can look up current prices for your prescription from the MedImpact2Go Home page or using the search bar at the top of any page on the site. Enter the name of your medication and your ZIP code or city, then click the FIND THE LOWEST PRICE button. On the following results page, you'll see prices for your medication. Remember to select your strength and quantity from the dropdown menus above the pharmacy listings to show accurate prices for your prescription.

5. **Can I view family member's claims information?**

- Spouses, domestic partners and children age 18 and over will need to create their own account. Each MedImpact2Go account will require a separate email address. The member can request access to their family member's claims information after the other party registers by clicking "Settings" from the drop down under your name at the top of the page. When the other party logs in to their account, they will be prompted to accept your request.

6. Why does it say my spouse is not authorized? She is covered - she is not employed and has no other insurance. I'm paying the premium for her. Can you correct this error?

- Display of family member information age 18 and over requires additional steps (see FAQ #5). In following HIPAA requirements, we require authorization prior to viewing any dependent information over age 18 on MedImpact2Go.

7. Where can I find my pharmacy benefit ID card?

- You can view and print your card information using MedImpact2Go. This information can be found by selecting "Benefits Cards" from the member drop down menu. Once on the Benefits Cards page you can view an image of the card by clicking or tapping the "Print a temporary benefit card" link.

8. Where can I find the MedImpact2Go iPhone or Android application?

- The mobile app offers the same features and functionality as the MedImpact2Go website with the ease of one-touch access from a home screen icon. You can download the mobile app from the Apple App Store or Google Play store.

9. How do I unsubscribe or change my email subscription settings?

- Sign into your MedImpact2Go account and once logged in to your account, go to your Settings page. Look for the Notifications & Privacy selection in the left-hand menu. Select that menu item and check or uncheck the boxes to change your subscription status for reminders. Accept the changes using the Update Preferences button at the bottom of the page.

10. I have forgotten my password and can't access MedImpact2Go.

- You can create a new password by resetting your password. To reset your password, click or tap the "I forgot my password" link located above the password window on the login page. This links you to the "Forgot your password" screen where you are asked to provide your email address to receive an email with instructions on how to reset your password.

11. I can't log on with my member ID or my email. When I put in forgot user name, it can't find the member ID or the email either.

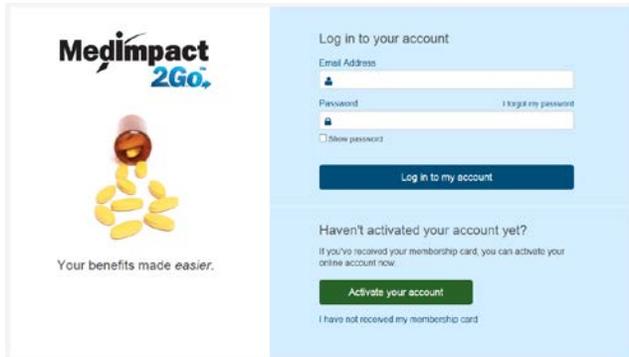
- There may have been a system issue with your initial registration. Try to re-register your profile again. If you are unable to re-register, click or tap the "Contact Us" link to find the customer support number and call for assistance.

12. If I use MedImpact Direct for Specialty Medications, do I need to login separately to both portals?

- Currently it is necessary to login separately to MedImpact2Go and MedImpact Direct Specialty portals but we expect to deliver single sign on capabilities in early 2019.

13. If I'm having trouble logging on. What steps do I follow?

- If you're registering for MedImpact2Go, click the "Activate your account" button.



- Enter the following information and click the "Activate my account" button. If you are an employee, choose Cardholder from the Account Type drop down list. If you are a Spouse or Dependent, choose Dependent.

Activate your MedImpact2Go account

Please enter the following information to activate your benefits account.



- You'll be prompted to enter your email and create a password. Then click the "Finish account activation" button to finish the registration process and you'll be ready to start using MedImpact2Go.

Activate your MedImpact2Go account

To activate your MedImpact2Go account, please enter the Member ID on the MedImpact2Go card you should have received in the mail, along with your date of birth.

Primary Beneficiary Name
PATRICK TESTMEMBER

Important!
Your email address will be used to log in and receive important information about your benefits. Please ensure that you provide a current and valid email.

Your Email Address

Confirm Email Address

Create a password *Must be at least 8 characters, and must include at least one letter and one number.*

To receive benefit updates via SMS, please enter your mobile phone number below. Standard messaging rates apply.

Mobile Phone Number *optional*

By registering and/or using this site, you are agreeing to our terms of service and privacy policy.

[Finish account activation](#)

14. Who do I call about questions related to MedImpact2Go?

- Members can call the MedImpact Contact Center for questions concerning MedImpact2Go. The appropriate MedImpact Contact Center number is provided on the MedImpact2Go's "Contact Us" page. In addition, members are able to submit questions using the email form embedded in the "Contact Us" page. The MedImpact Contact Center representatives are trained and prepared to answer questions related to site usage, site navigation, user verification, account verification, account modification, and data corrections.