

SHIELD **PBM**



MEMBER SERVICES GUIDE

Your Personal Tour to Using Our Pharmacy Program

www.ShieldPBM.com
(877) 659 6101

FIRSTLY
THANK YOU
FOR CONSIDERING US!

SHIELD PBM’s mission is to offer prescription medications at affordable prices. We provide convenient online tools to help members stay healthy, and offer the best-in-class service available.

The leading online purveyor of Technology and Home Delivery, SHIELD PBM, is proud to announce the launch of SHIELD PBM Services. SHIELD PBM Services rises high above the rest using proprietary cutting-edge technology to enhance both the customer and employee experience while saving thousands to the bottom line.

Internet Technology improves customer engagement and experience, while robotics and AI handle fulfillment. Using multiple major wholesale partners across the United States, combined with Regional Contracts that can be accessed and adjudicated real-time, in one platform.

SHIELD PBM

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HELPING BUILD HEALTHY LIFESTYLES

Your health and well-being are extremely important to us. That is why our Customer Care Specialists are ready to help you get your prescription medications in a convenient and cost-effective manner.

CHASITY A. – LAWRENCEVILLE, GA

“I had a sinus infection and called Virtual Care which is offered to me through my employer. The doctor called my prescription into Publix. I went on the website, entered the medication, and was able to save almost \$20.”

1 | REGISTRATION

PLEASE ACTIVATE YOUR ACCOUNT NOW!

THE SHIELD PBM DIFFERENCE

Unlike other insurance carriers, we offer several value-added prescription services via your *COMPANY PLAN*. That’s because we focus our efforts in the pharmaceutical realm, which means all plans (we like to call them Tiers) benefit from our services. Let’s face it, everybody likes to save money when and where they can, even if they have insurance.

TO ACTIVATE YOUR ACCOUNT (IF YOU HAVEN’T ALREADY):

- » Locate your Company Benefits Card.
- » Visit www.ShieldPBM.com.
- » Click **Login With Member/Group ID**, located in pop-up window.
- » Enter your Member ID located on your Company Benefits Card.
- » For Group ID enter **YOUR GROUP ID** that you should have received in your Welcome Email.
- » Once your logged in, you’ll go to Update Profile FIRST. (If this isn’t done first, nothing will save and you won’t be able to process any orders.) Verify any prefilled information making needed changes and fill in any blanks, then save.
- » Once you have updated and saved your information you will have the option to create your password, add credit card information, physician information, your local preferred pharmacy and any dependents that are on your policy with you.
- » Now that you’ve completed these steps you will be able to process orders for local pharmacy pick-ups and home delivery orders.

If you have any concerns, call (877) 659 6101 and one of our Customer Care Specialists will help you through the process.

2 | HOW IT WORKS

HERE'S A QUICK OVERVIEW

IMPORTANT: YOU MUST REGISTER FIRST AND THEN PAY FOR YOUR PRESCRIPTION MEDICATION BEFORE GETTING IT DELIVERED TO YOUR HOME.

Visit your Member Portal at www.ShieldPBM.com to log into your account and follow these simple steps below.



SEARCH

SEARCH for your drug, then select the form, strength, and quantity exactly as prescribed by your physician. You'll instantly receive a price (your co-pay or less).



SELECT

SELECT your method of delivery. You are allowed one (1) pick-up at your Local Pharmacy after which, your plan will then convert to Home Delivery.



SAVE

YOUR PAYMENT and processing are both done online. Cutting out the middle-man helps by saving 50% or more on most of your prescription meds.



3 | HOME DELIVERY

CONVENIENCE AND SAVINGS

Home Delivery Can Save You Up to 80% On Many Meds

Not only will you enjoy these great savings, you may never have to go to the pharmacy again! When setting up home delivery for the first time, you should allow 10-14 days for us to receive your script, fill it and deliver it to you in the mail. After your first purchase, home delivery is automatic as long as you have a valid prescription on file. After you choose home delivery on the SHIELD PBM app or website, within 24-hours we initiate a prescription request from your local pharmacy or physician and have it transferred to our affiliate pharmacy.

Occasionally, pharmacies can be busy and not that cooperative in transferring the script. If there are any issues facilitating your prescriptions, we will reach out to you via email, text and/or phone to request your assistance.

If we are unable to get your order processed for that month, you can always use our retail pick-up option and pick up the drug at your local pharmacy. If this happens, just ask the pharmacist to transfer your script.

Avoid Common Pitfalls When Ordering Home Delivery

The fastest way to get your meds home delivered is by calling your doctor and have him/her e-scribe or fax directly to **Advanced Pharmacy**, Greenville, SC. E-scribe: **04229971**. Fax: **(888) 870 3823**.

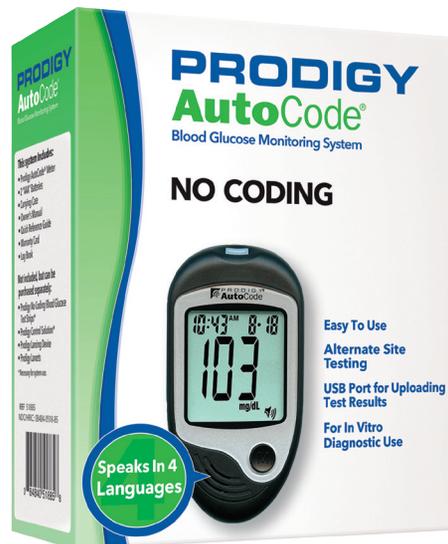
PLEASE READ YOUR PRESCRIPTION CAREFULLY. The most common mistake (and delay) is reporting a medication that doesn't exactly match what and to whom your doctor prescribed. Only a Licensed Doctor that is taking care of you can change your prescription. Again, please read it carefully.

For Additional Convenience Sign Up for Our Auto-Refill Service. We'll Automatically Refill Your Meds Every 90 Days.

4 | DIABETIC MEMBERS

Managing Your Diabetes is Extremely Important to Health and Savings

We have a safe and secure home delivery program that is mandated for coverage of diabetic members. Reminders to check glucose levels are provided through text and email and come standard with all SHIELD PBM Services. All diabetic supplies are at NO COST (up to three times-a-day testing) to the member. Just simply log in, select how many times you test a day, add it to your cart and our home delivery service is automatically initiated.



Here's What You Can Expect

- One (1) Prodigy® AutoCode Glucometer (FREE with Your First Order)
- Receive Email and/or Texts with Your Tracking Information
- Quarterly Auto-Shipping
- Our Exclusive No-Worry Program – Never Run Out of Test Strips and Save Money

5 | PAP PRESCRIPTION ASSISTANCE PROGRAM

Relief for Those High-Priced Medications is Possible

Like most people, you may not be not aware of the variety of Prescription Assistance Programs (PAPs) available from pharmaceutical manufacturers, foundations, or government and non-government entities. Our PAP is the most comprehensive discount high-cost medication platform available in the US. We provide a program that can save you thousands of dollars and will instantly tell you if PAP is available for that drug, all within our website. SHIELD PBM has the technology to expedite the qualification, ongoing registration process and requirements to make an already tough decision easier to make. If you're on a medication that qualifies, we will assist you in verifying eligibility for this program. **If your medication qualifies for this program, we may be able to waive your co-pay. Call us at (877) 659 6101 for assistance.**

ABACAVIR ABACAVIR SULFATE	Form SOLUTION	Dosage 20 MG/ML	Quantity 480 MILLILITERS
Medication fulfillment Options.			
<p>Average retail price for Abacavir® costs over \$300/month. If you qualify for PAP, we can offer the medication for just \$25 per month!</p>		<p>HOME DELIVERY</p> <p>Not Available</p> <p>ADD TO CART</p>	<p>PRESCRIPTION ASSISTANCE PROGRAM</p> <p>This medication qualifies for Assistance. This program has certain criteria to qualify. To Determine eligibility, please fill out the questions After requesting assistance</p> <p>This drug may be available for as low as:</p> <p>\$25.00</p> <p>REQUEST ASSISTANCE</p>
		<p>SPECIALITY MEDICATIONS</p> <p>Not Available</p> <p>ADD TO CART</p>	<p>DIABETIC SUPPLIES</p> <p>Welcome to a new way to save on Diabetic and Durable Medical Supplies! FREE meter with your first order. 100% Guaranteed or your money back.</p> <p>Quarterly Re-shipment Program starting at \$8.33 per month. Join now and Save!</p> <p>SEARCH NOW</p>
<p>PRIOR AUTHORIZATION</p>		<p>ADD TO CART</p>	

6 | INTERNATIONAL PHARMACY PROGRAM

Another Safe and Secure Option Delivered to Your Home

SHIELD PBM has found another way of saving on your prescription medications. Together with our International Partners, we have built upon an already strong savings foundation with other ways to help you keep your money. All prescription medications offered with this program are sourced through licensed pharmacies in reputable countries such as Canada, the United Kingdom, New Zealand and Australia. All meds come in original packaging as supplied direct from the manufacturer or government licensed wholesaler.

If a drug you're searching for falls under this program, you'll notice an immediate notification. If available, one of our Customer Care Specialists will enroll you automatically in this program and contact you to go over the process. Applying for this option is risk-free and one of our Pharmacy Advocates will contact you within 24-hours to go over the safe and secure process with you. Once all order details are confirmed, shipping usually takes 3-4 business weeks to arrive at your door. All US postal addresses must be USPS deliverable. **If your medication qualifies for this program, we will waive your co-pay.**

Peace-of-Mind

- All orders MUST HAVE a prescription written by a licensed US Physician.
- All orders are dispensed in a licensed pharmacy, by a licensed pharmacist. Prior to being submitted to the dispensing pharmacy, all orders are checked for accuracy of prescription, known drug allergies and any drug interactions. Related medical history is also taken into account. Each prescription follows the same strict process as it would here in the United States.
- Patient information leaflets are included with each medication and each medication is labeled according to the pharmacy legislation of the country where it is dispensed.
- Medications are shipped in plain packaging, marked as "Prescription Medicines for Personal Use".

7 | PHARMACY ADVOCACY

It's Like Having "Another Set of Eyes and Ears" in the Exam Room

Carefully listening to your doctor and asking questions about your medications will ensure you get better care. But there may be an unfortunate catch. Just when you should be paying close attention to what your doctor is saying, you may be stunned by the news you have just received.

Help and Advice is Only a
Toll-Free Phone Call Away
(877) 659 6101



Our pharmacy advocates can remind you of your upcoming medication refills, ask your doctor questions, write down information, and generally speak up for you so you can better understand your illness to get the care you need.

Our Pharmacy Advocates Assist in Many Ways:

- Ask Questions or Voice Concerns to Your Doctor About Your Medication Regimen for You.
- Collect and Update Your Medication List.
- Store Your Medication Routine and Help You Follow Treatment Instructions, Including Asking Questions About Your Follow-Up Care.
- File Paperwork and Help with Prescription Assistance Programs.
- Find Alternative Ways of Saving On Your Prescription Medications.

ADDITIONAL FEATURES
More for Your Money



More services to assist members in navigating the challenges of rising prescription medication costs.

 **MEDICATION REMINDERS**

Be Reminded by Text Message, Email, and/or Phone Call

Optimal health is achieved when long-term medications for chronic conditions are taken as prescribed. Our personal medication reminder feature makes this a breeze.

 **AUTO-REFILLS AND AUTO-SHIPPING**

A Helpful and Worry-Free Benefit for Those on Maintenance Drugs

Designed to make life easier for those with chronic diseases. We will refill prescriptions and let you know when they'll be shipped and can be added or removed at anytime.

 **RX VALET**
for Pets

RX VALET FOR PETS was created to help pet owners save money on pet medications and more. We have been servicing pet owners for 10 years and proud to offer this great service at fair prices!

Your four-legged family members will be able to save money on their medications just like we do. **RX VALET FOR PETS** is included with your membership at no additional cost.

And as with SHIELD PBM, you can save up to 50% or more on pet medications with **RX VALET FOR PETS!**

Just use your SHIELD PBM username and password to log in.

8 | **RX VALET** FOR PETS

It's convenient and works just like your SHIELD PBM account. Imagine, a discount prescription program that benefits your pets, too! Just another innovative and thoughtful way to extend the value of your service.

The only difference, other than ordering for your four-legged family members? Sign into RxValetForPets.com, then use your same username and password.



WE MAKE IT SIMPLE

Search from our huge medication database by visiting us online at RxValetForPets.com to find your pet's drug.



WE GIVE YOU OPTIONS

Enter the correct strength, form, and quantity as prescribed by your veterinarian and instantly get the cost of that medication.



WE GET THE PAYMENT

Save up to 50% or more when prepaying online. Just show your **RX VALET FOR PETS** Card as proof-of-purchase for retail pick-up.



YOU GET THE SAVINGS

Just sit back, relax and save even more when you choose our home delivery service and we'll handle everything for you.

9 | **IMPORTANT NUMBERS**

YOUR FAMILY PHYSICIAN

YOUR LOCAL PHARMACY

EMERGENCY SERVICES

911 (USA ONLY)

SHIELD PBM CUSTOMER CARE

(877) 659 6101

PRESCRIPTION ASSISTANCE PROGRAM

(877) 659 6101

RX VALET FOR PETS

(855) 798 2538

EMAIL

SUPPORT@SHIELDPBM.COM

ADVANCED PHARMACY

(855) 240 9368

PHARMACY ADVOCACY

(855) 240 9368

E-FAX (PRESCRIPTION TRANSFER)

(888) 870 3823

E-SCRIBE (PRESCRIPTION TRANSFER)

04229971





SHIELD PBM

CONTACT US

If you have any questions about any of our services, products, or if you would like to speak with one of highly qualified Customer Care Specialists to see if you are getting the best money-saving options, please call us at **(877) 659 6101**.

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Lawrenceville, GA 30043
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