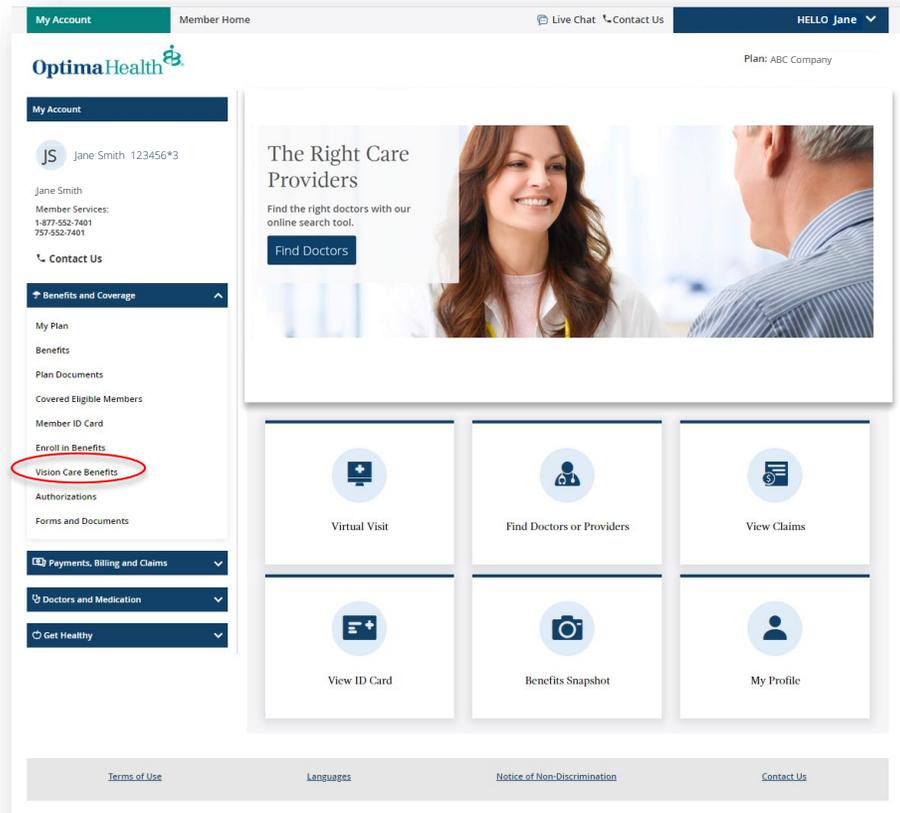# OptimaHealth®

2023 Vision and Pharmacy Portal Tutorials
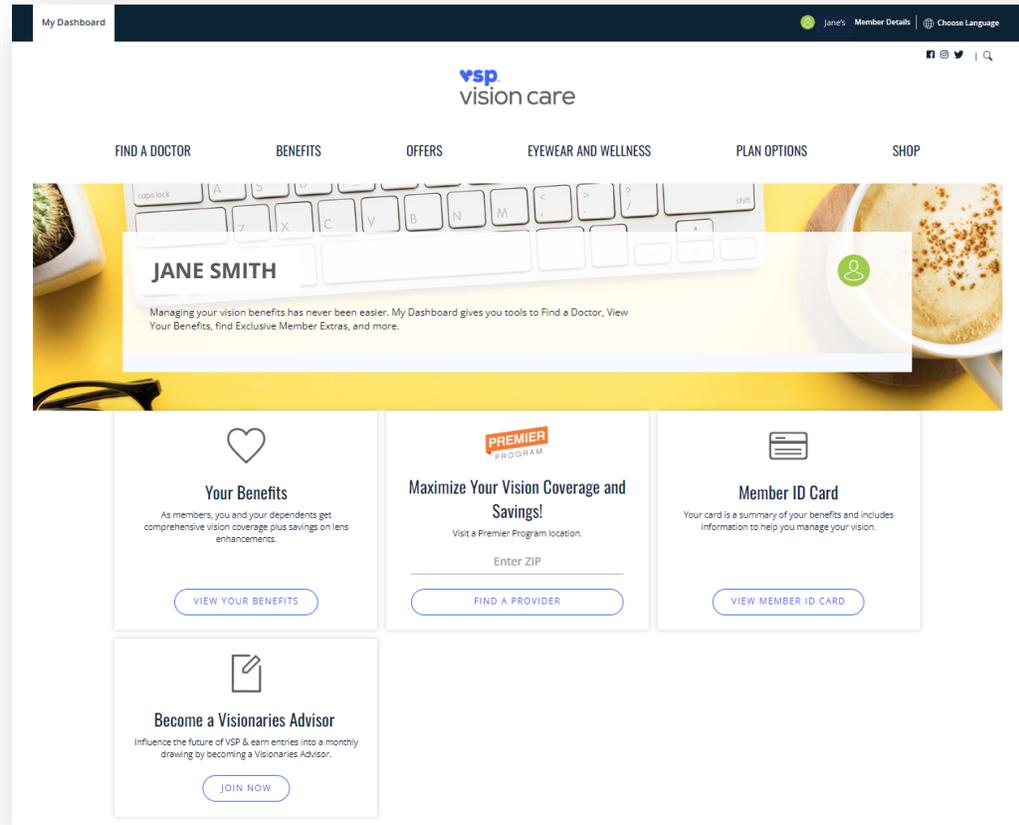
VISION PORTAL
DESKTOP EXPERIENCE

How to Access Your New Vision Portal

1. Login to optimahealth.com/member.

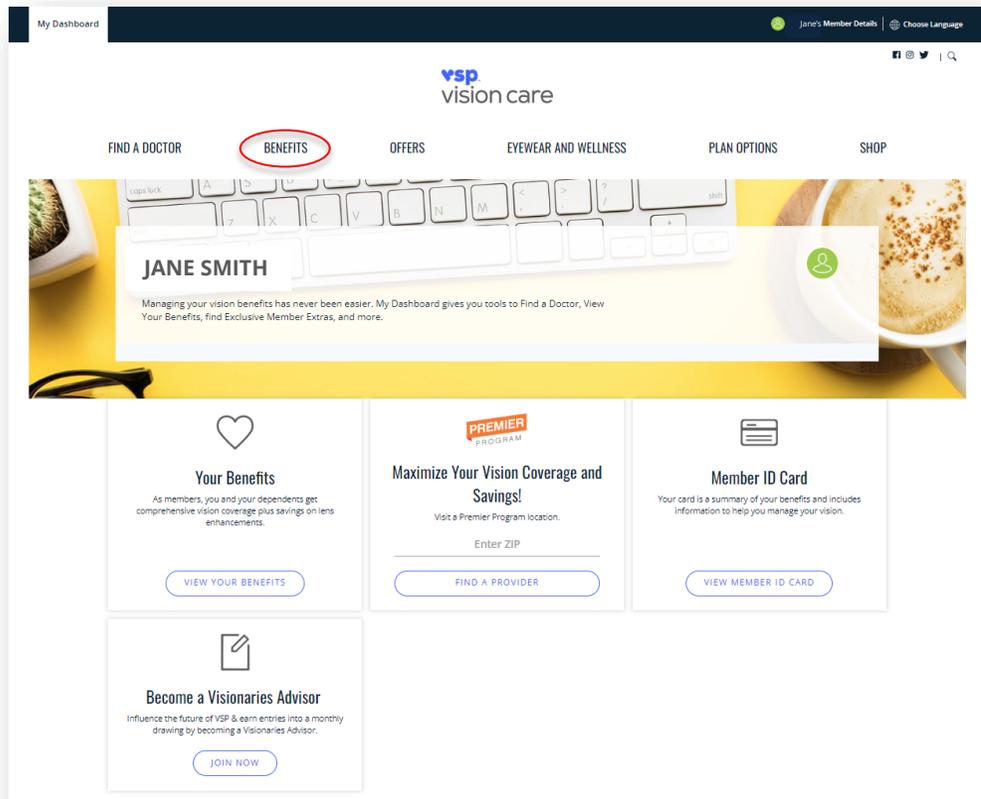2. Select "Vision Care Benefits" under the **Benefits and Coverage** section.

3. You'll be directed to your vision portal where you'll see your personalized dashboard.
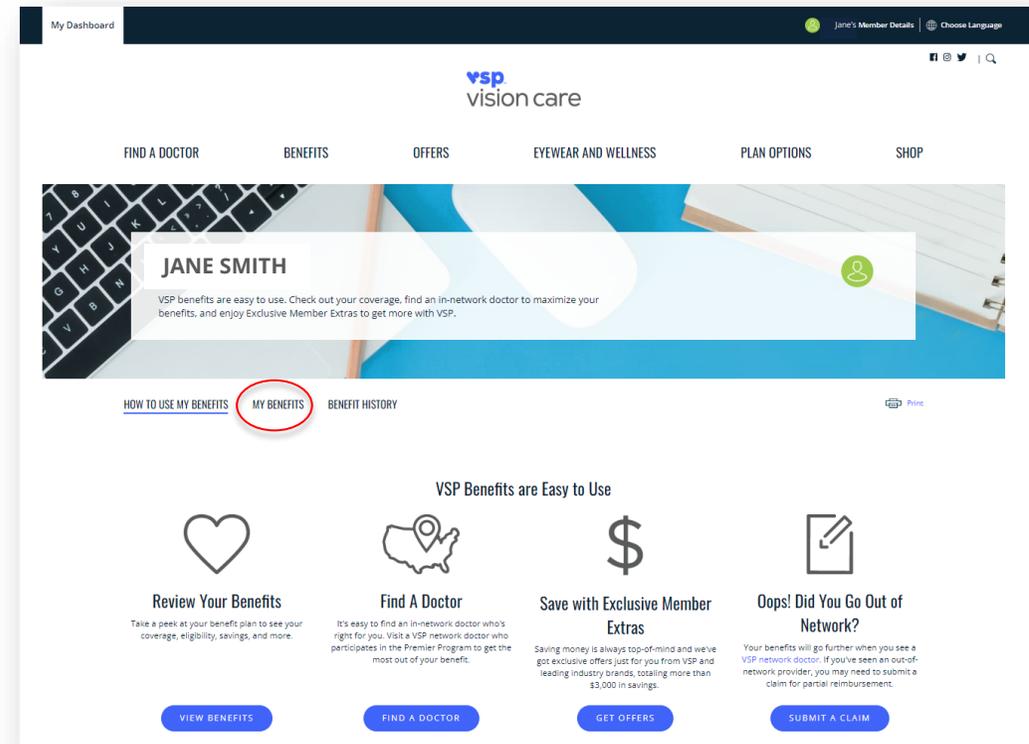
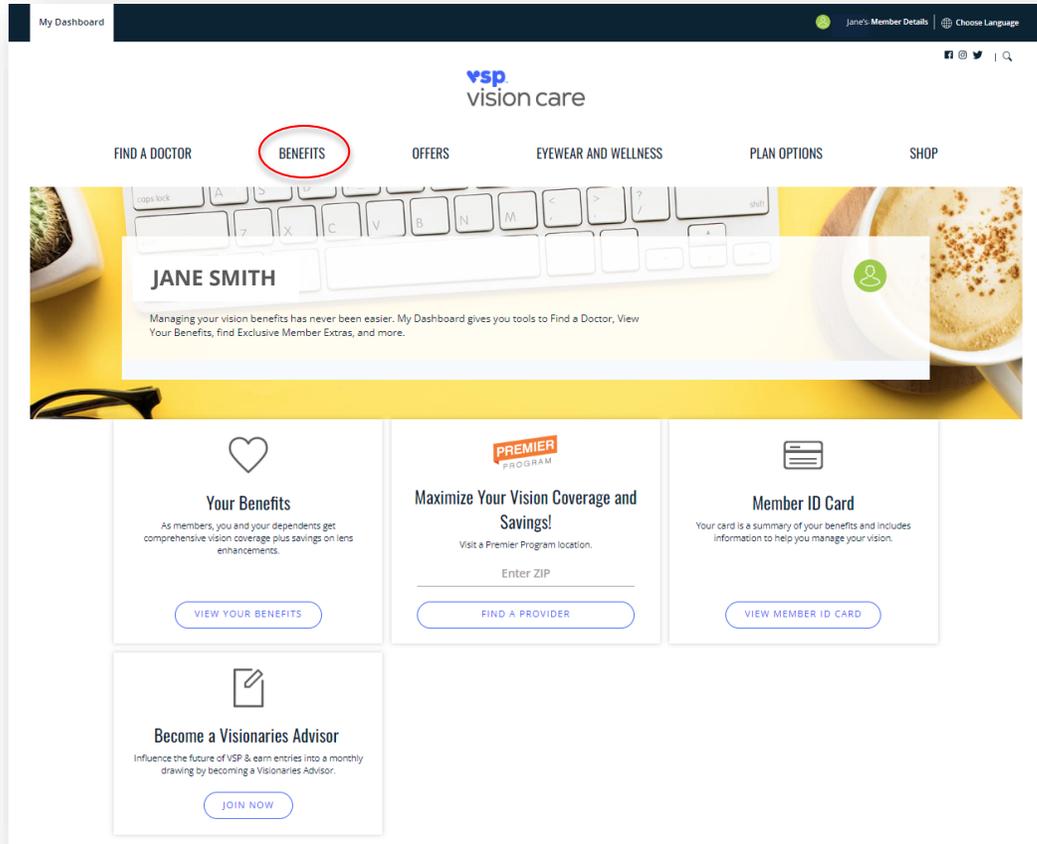# How to View Your Benefit Details

1. Click on "BENEFITS".

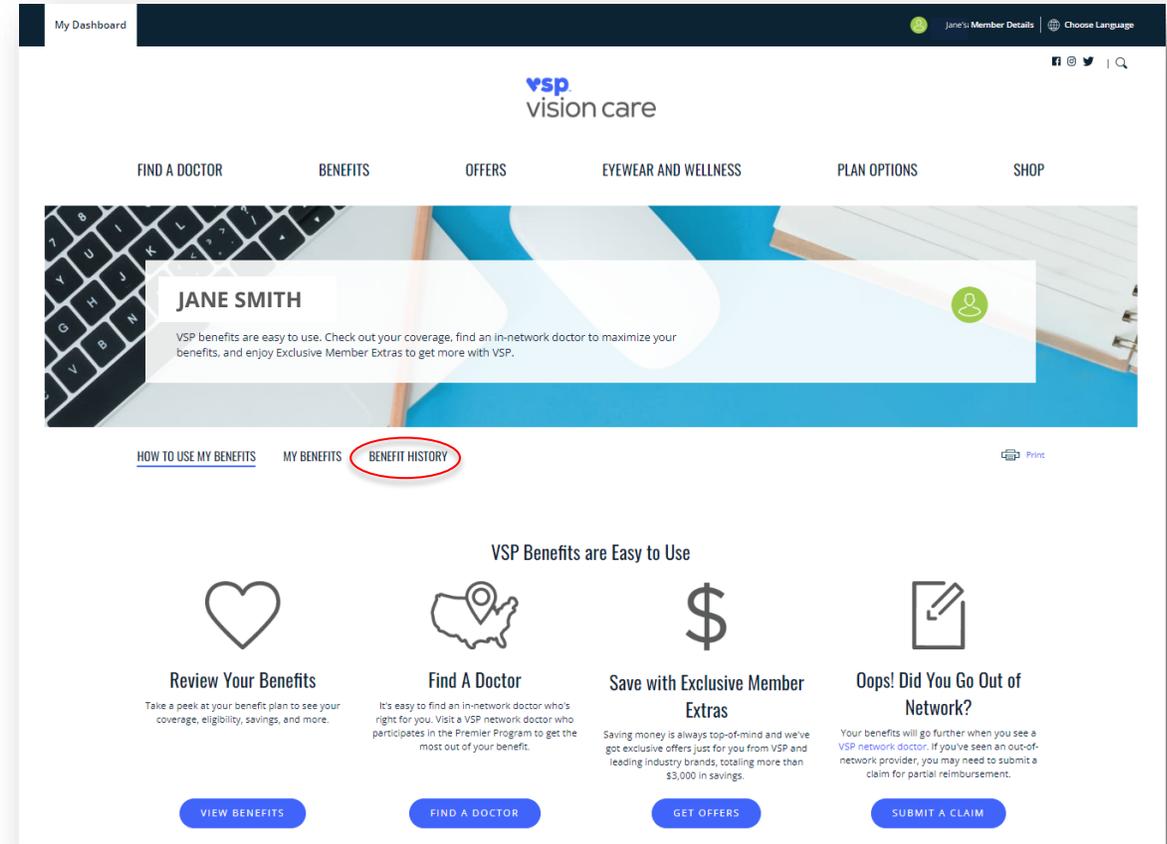2. Click on "MY BENEFITS" to view your benefit details.

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

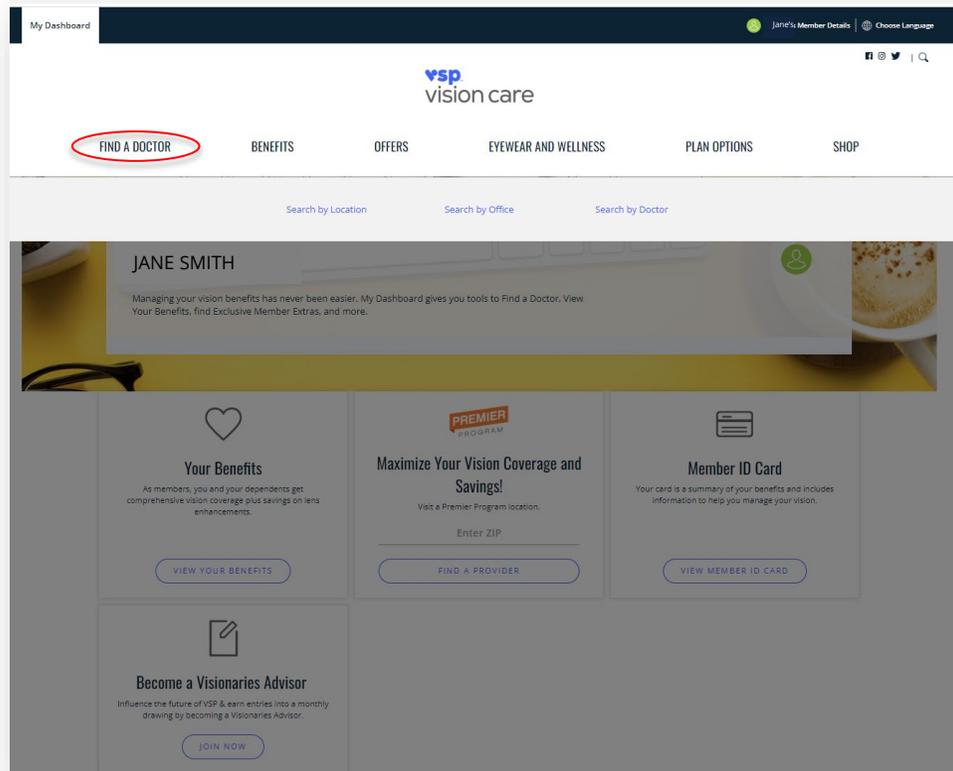# How to View Your Benefit History

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.*

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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.
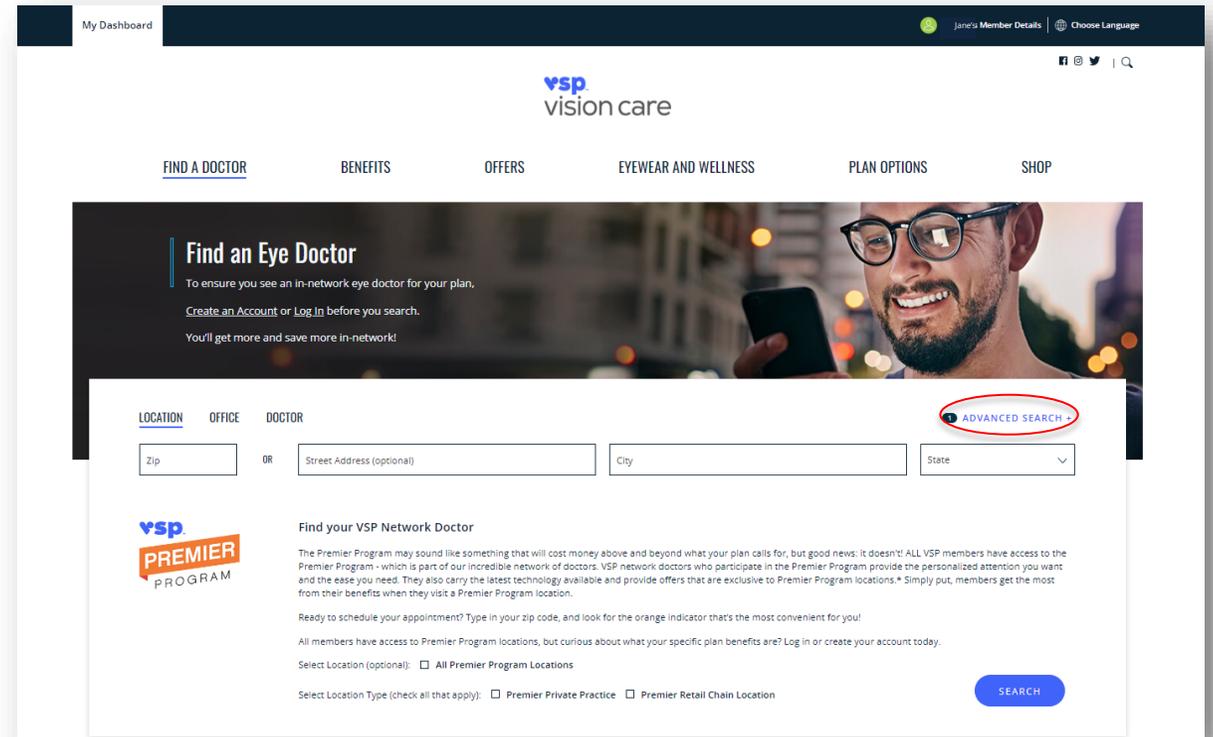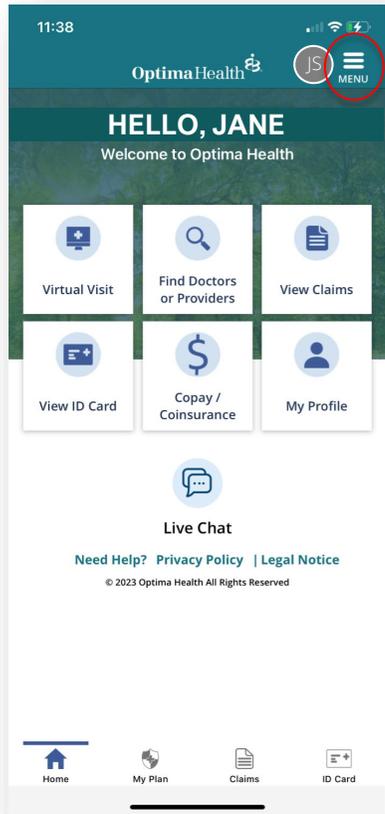

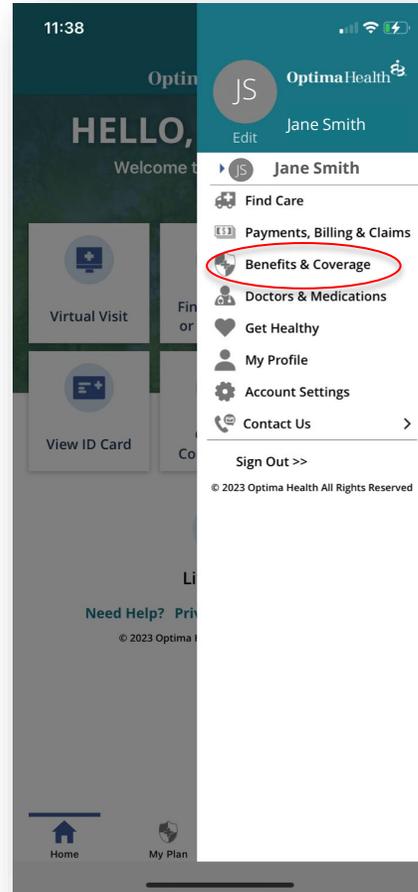*Note: You are already logged into your plan, so please disregard the instructions in the banner.*

VISION PORTAL
MOBILE EXPERIENCE

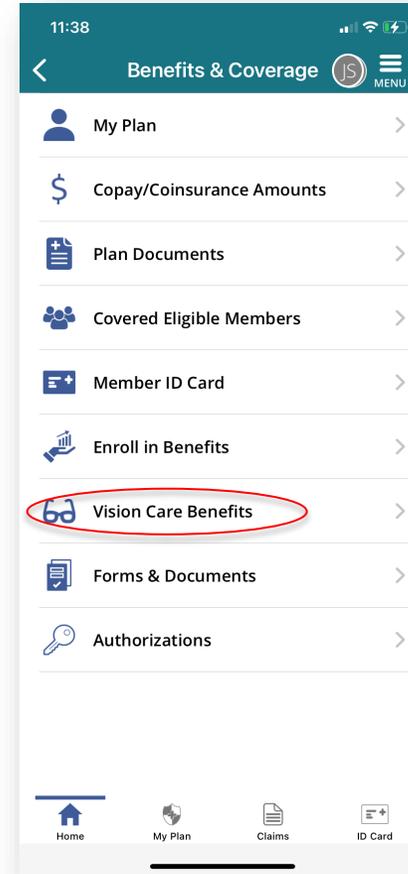# How to Access Your New Vision Portal

Optima Health®

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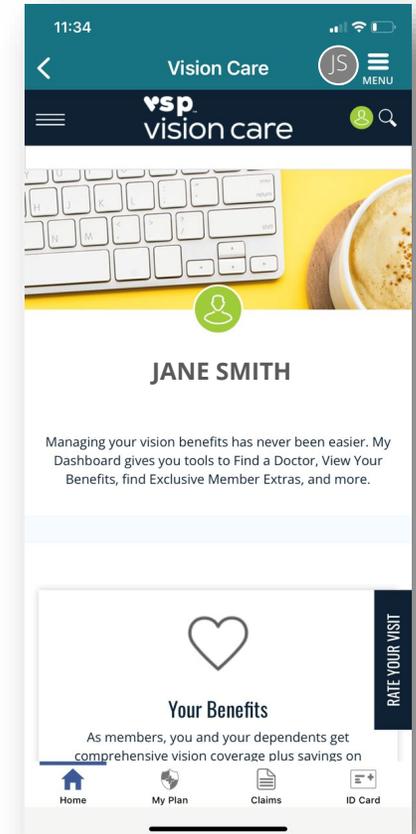
2. Click on the hamburger menu in the top right.

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

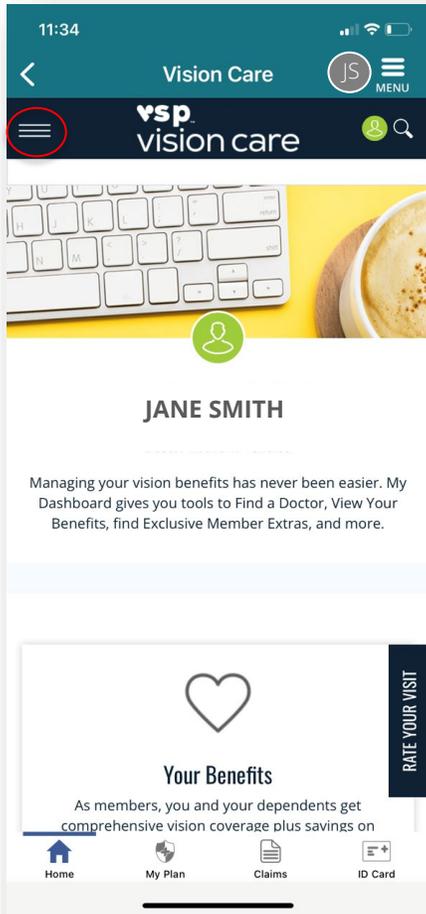4. Select "Vision Care Benefits" from the drop-down menu.

5. You'll be directed to your vision portal where you'll see your personalized dashboard.
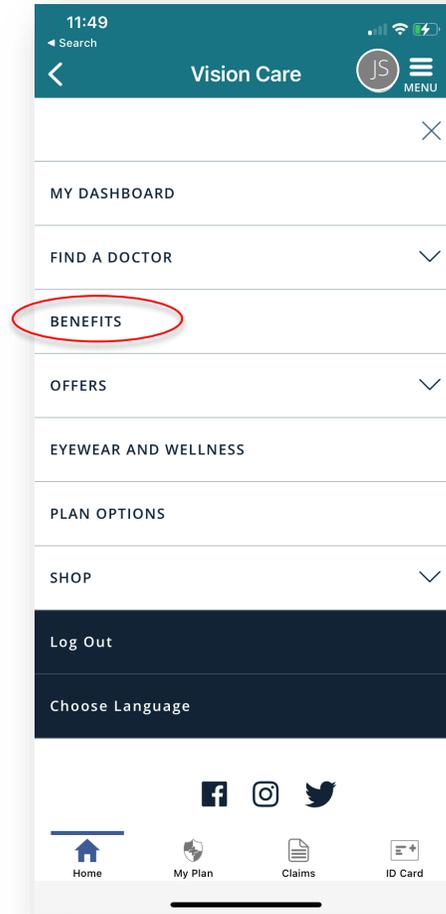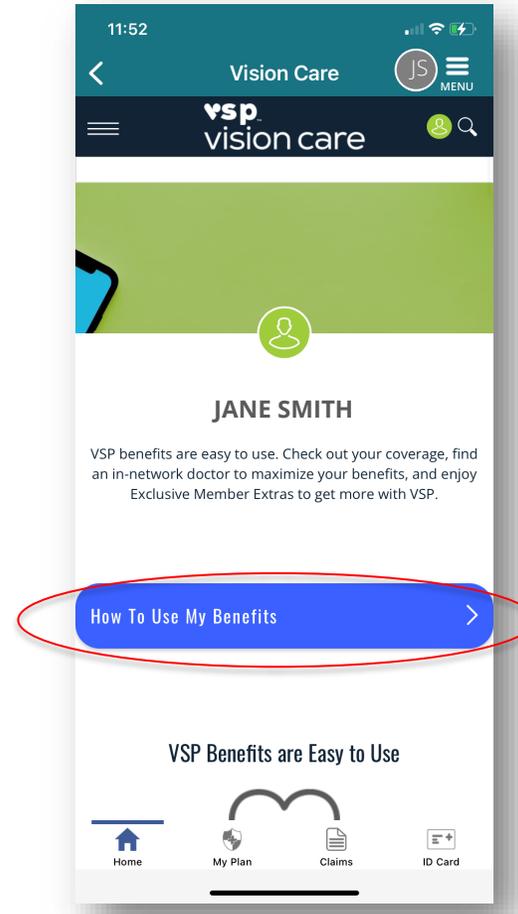
How to View Your Benefit Details and History

1. Click on the hamburger menu in the top left of your vision portal.
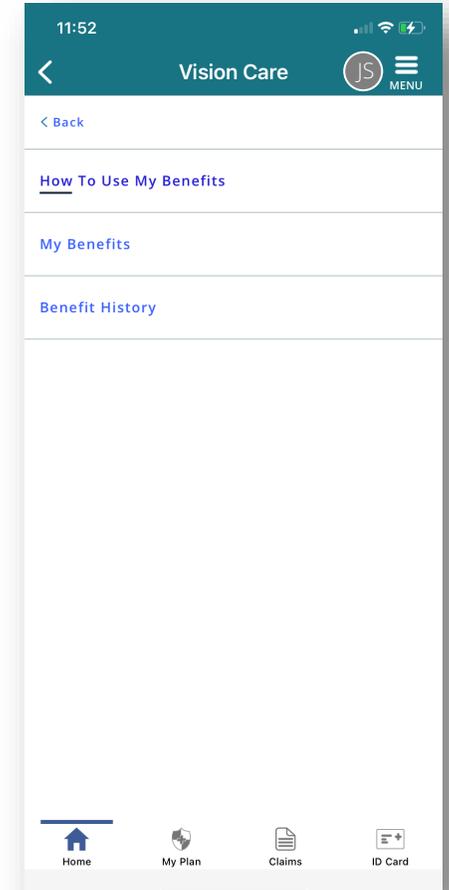
2. Select "BENEFITS" from the drop-down menu.

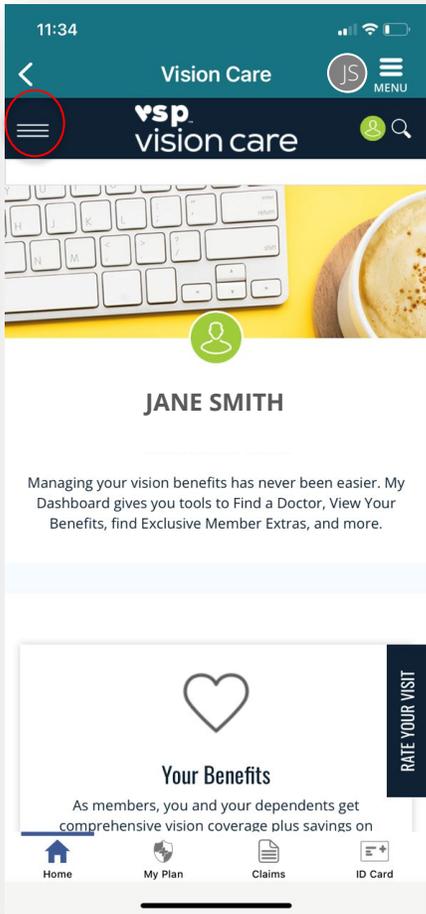3. Click on the blue "How to Use My Benefits" button.

4. Select either "My Benefits" or "Benefit History" from the drop-down menu.
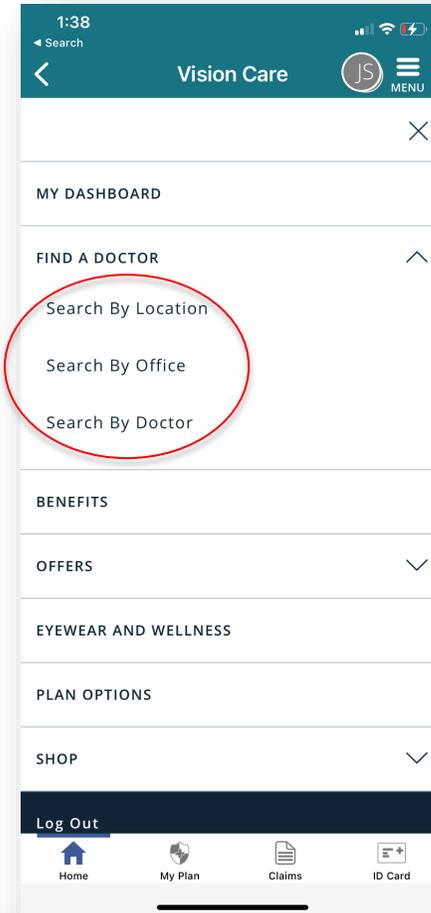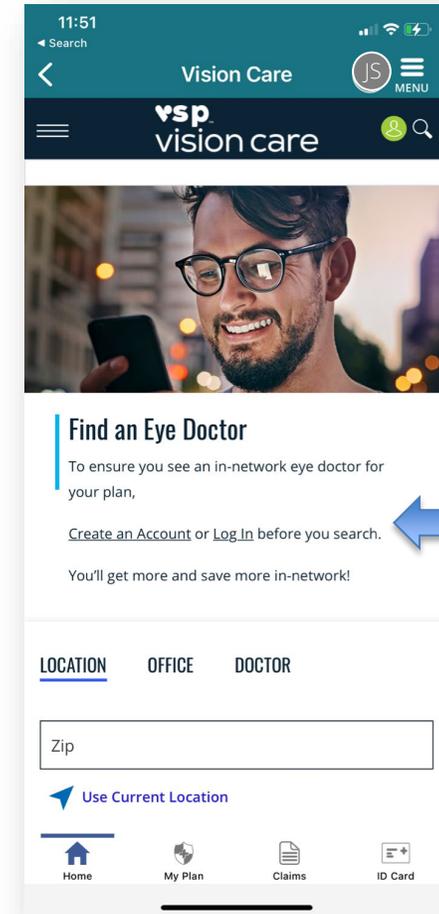
How to Find an Eye Doctor

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

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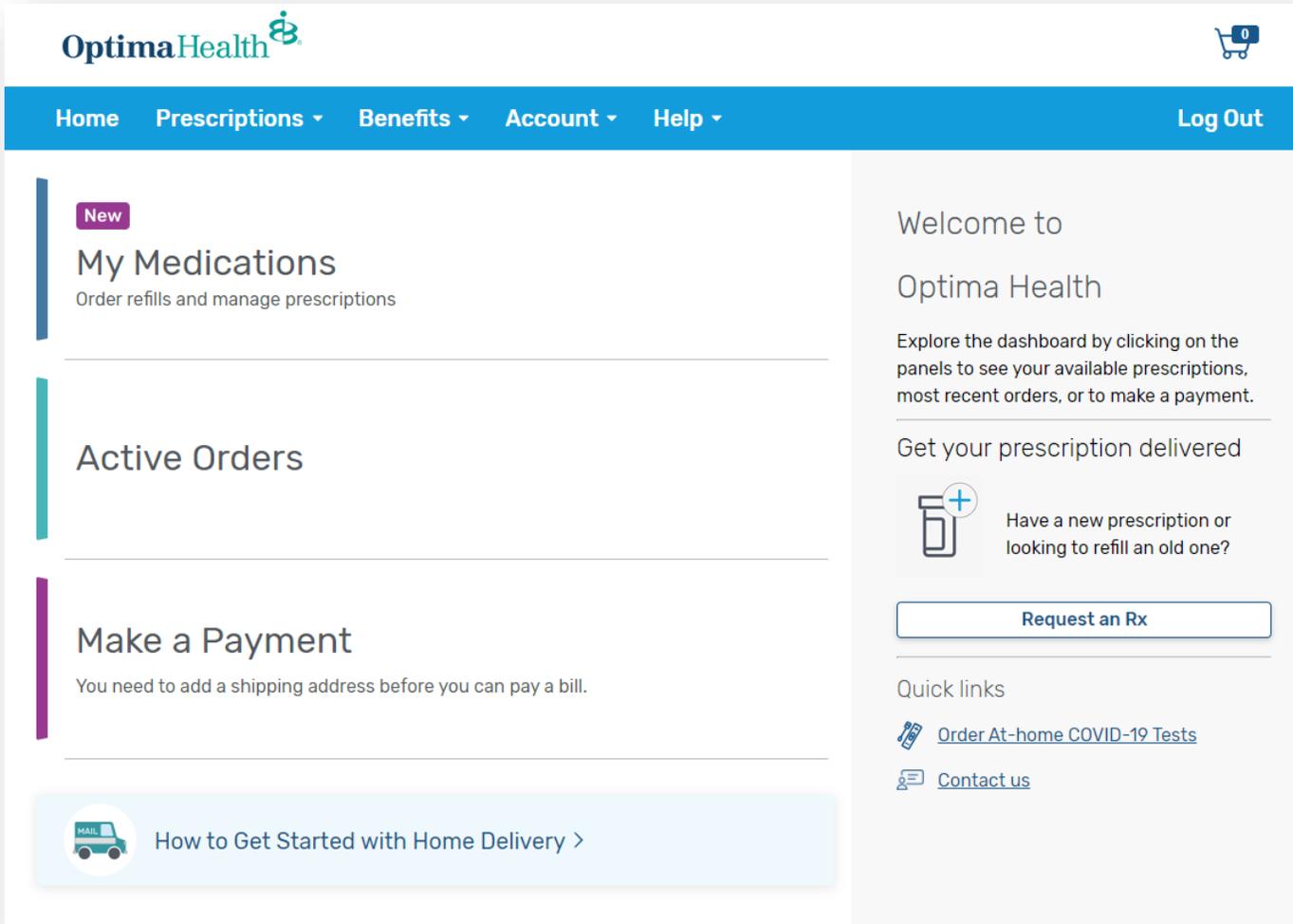2. Select "Pharmacy Resources" under the **Doctors and Medication** section.

3. You will be required to login using two-step verification. Follow the directions as prompted.
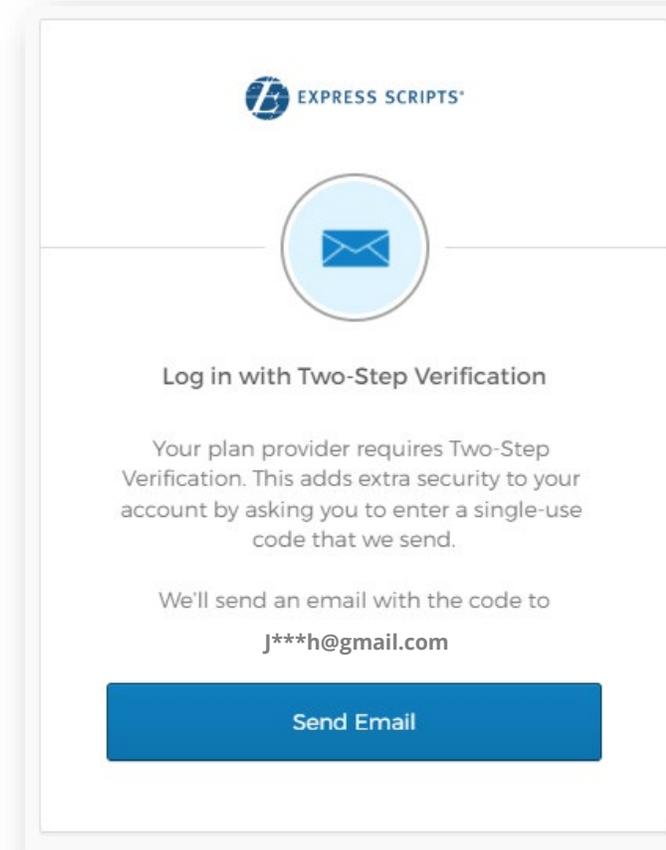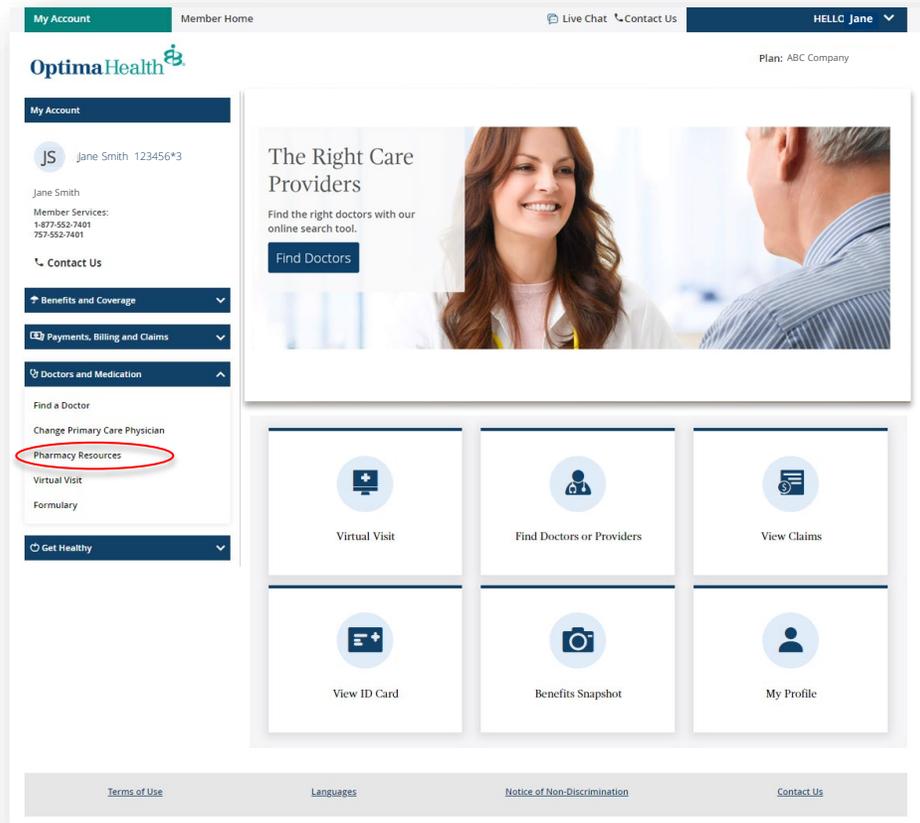
Note: There are multiple ways to access this portal, this is one example provided for guidance.

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.

Pharmacy Portal Home Page

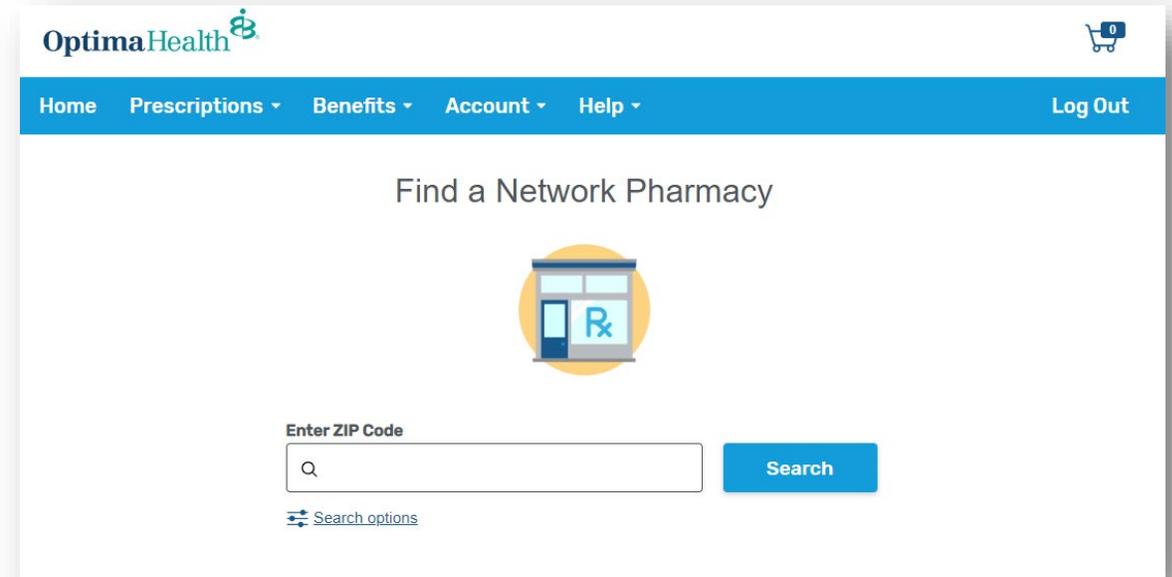Once signed in, you'll see the home page for your pharmacy portal.

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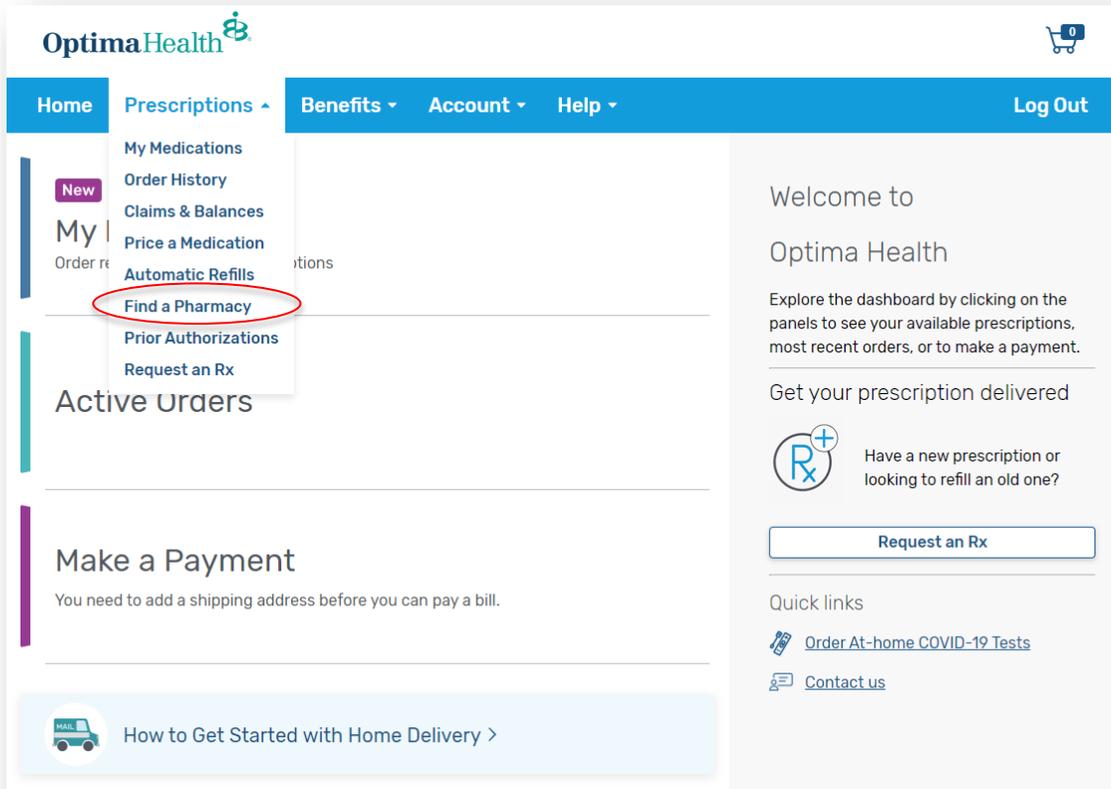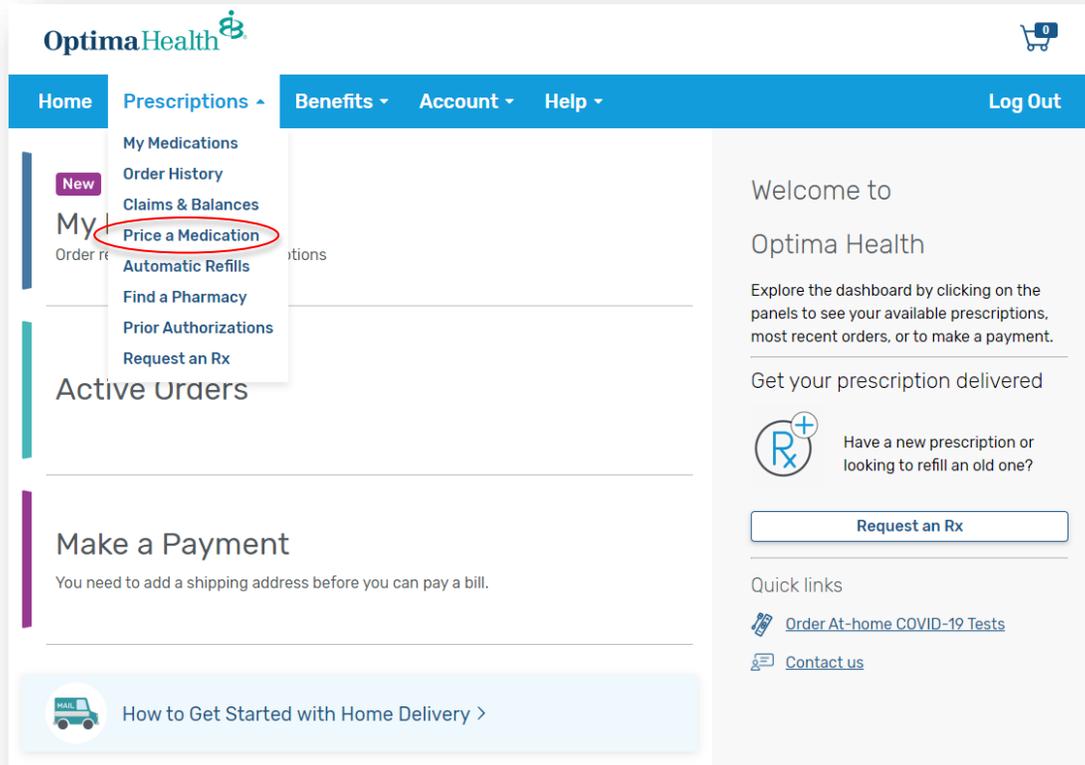
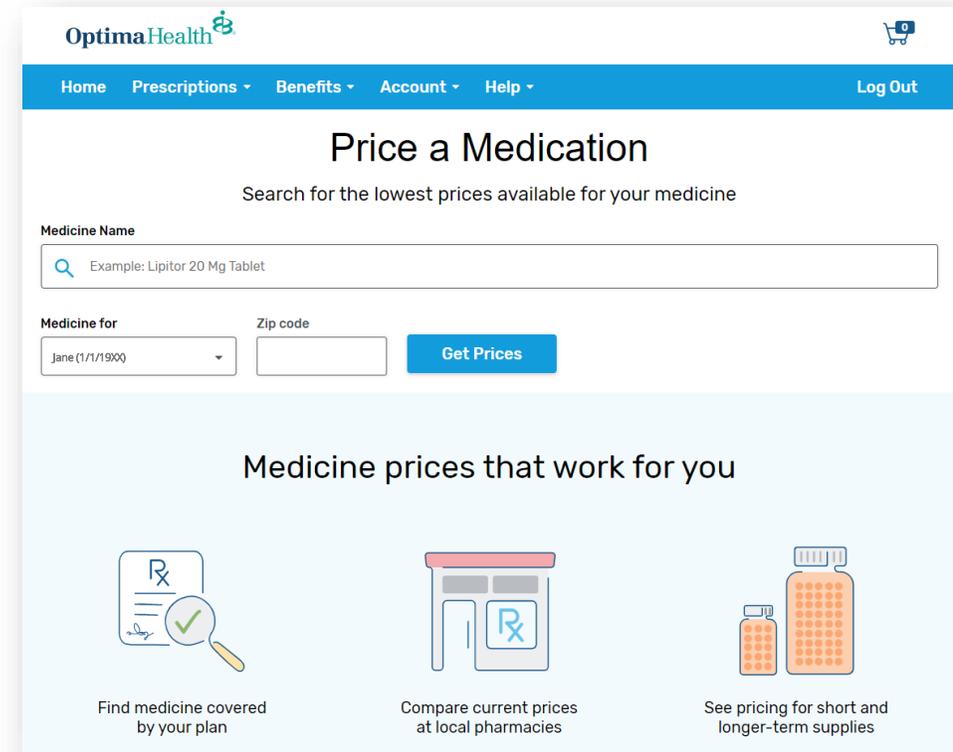2. Enter your zip code to find in-network pharmacies near you.

How to Price a Medication

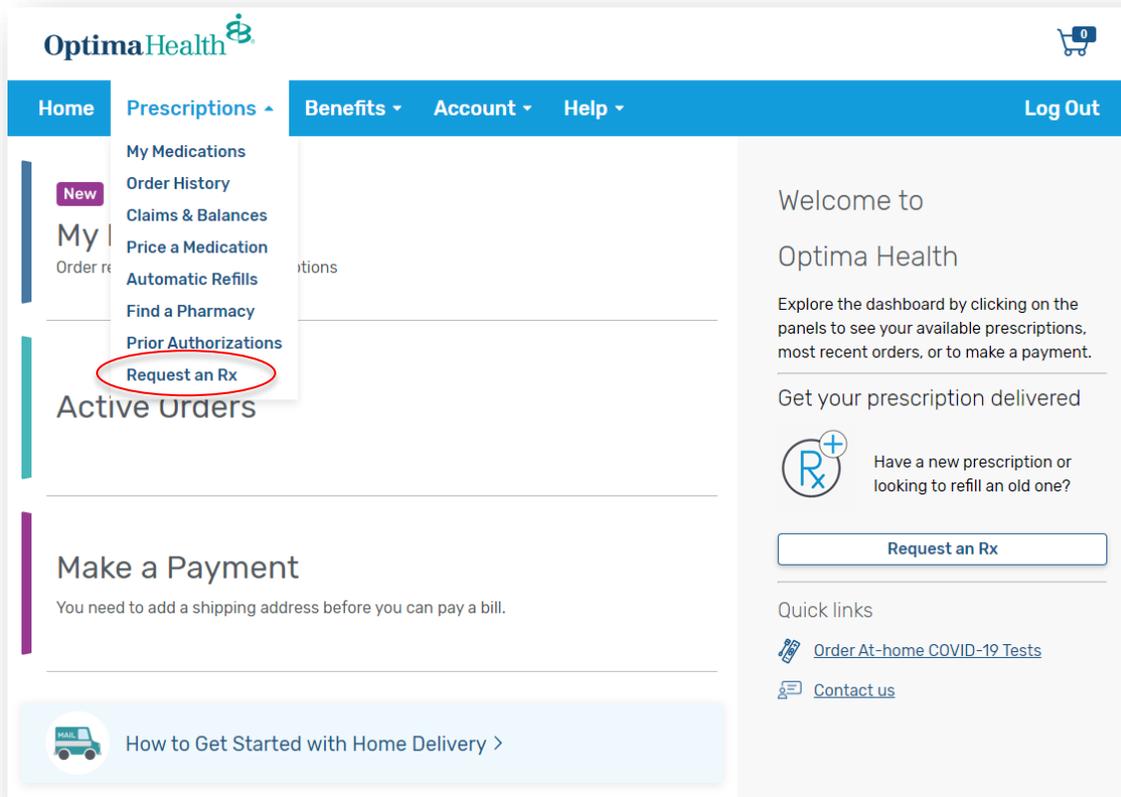1. Select "Price a Medication" from the **Prescriptions** drop-down menu.

2. Enter your medication name, the recipient, and your zip code to find the best price near you.
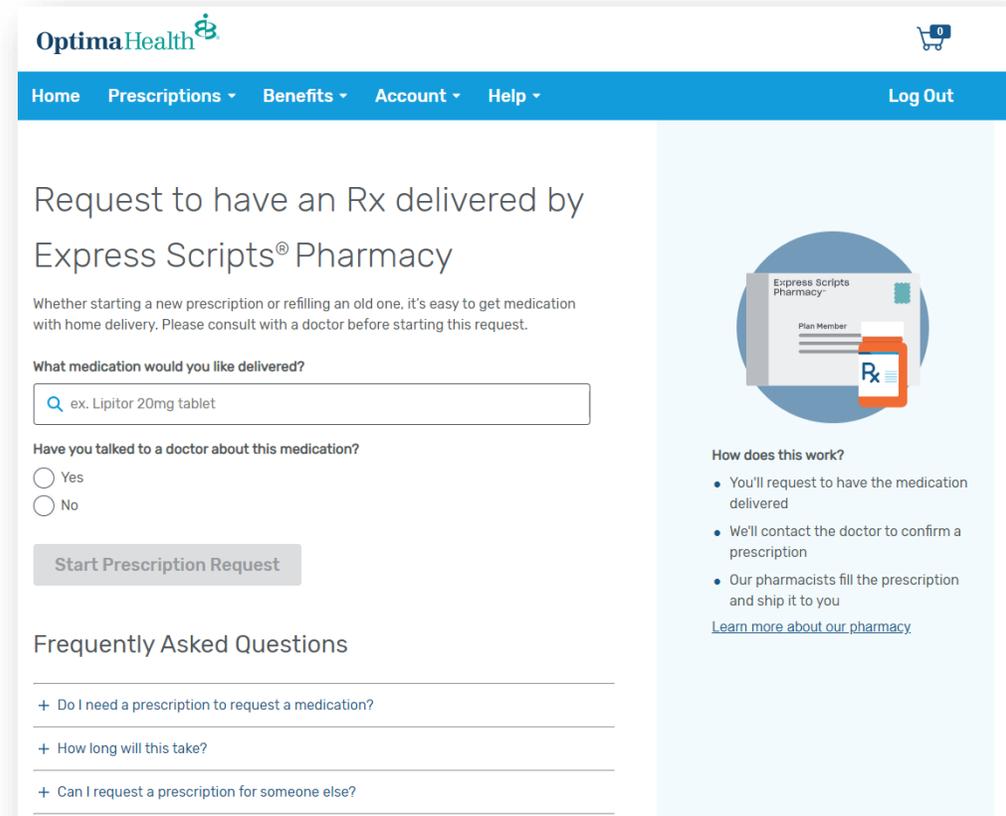
How to Request an Rx for Mail Order

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

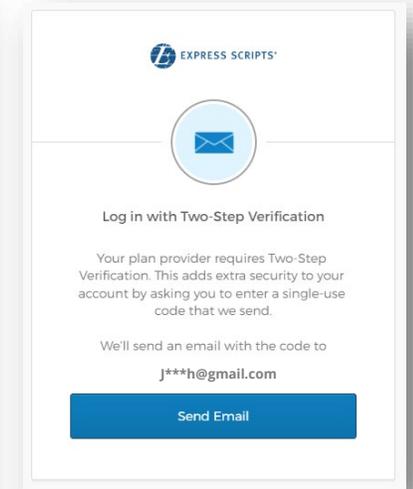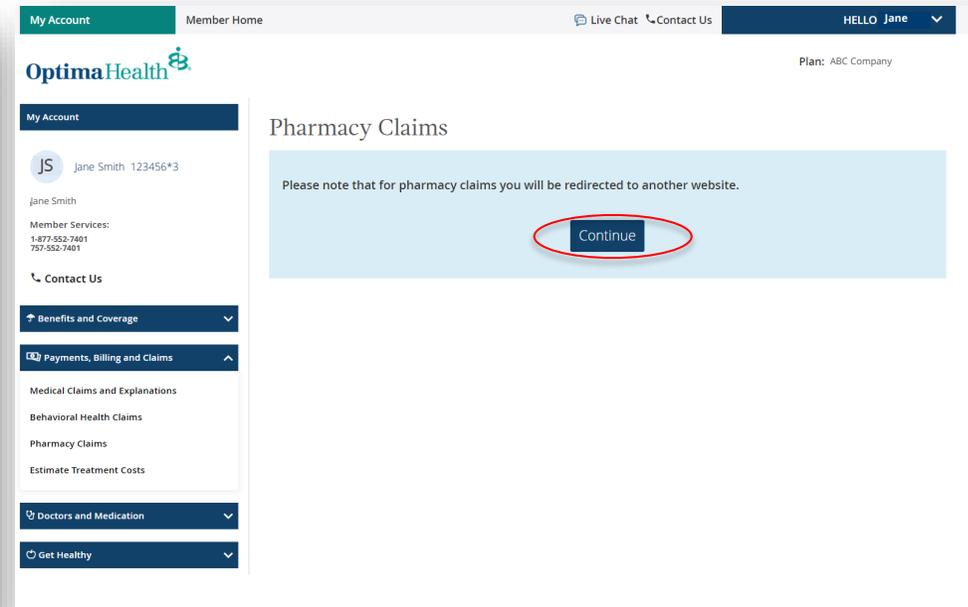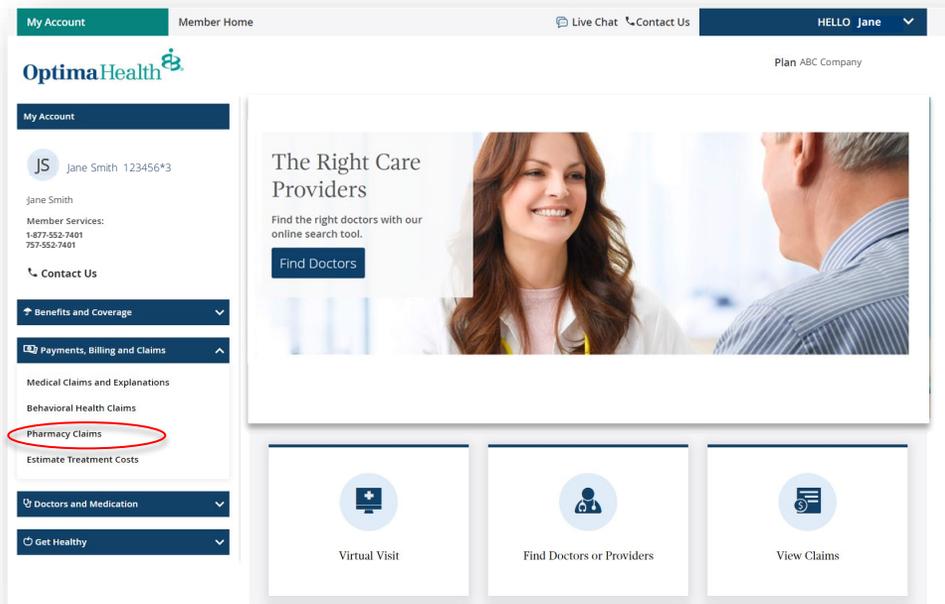2. Fill out the form to start your prescription request.

How to Access Your Pharmacy Claims

1. Login to optimahealth.com/member.
2. Select "Pharmacy Claims" under the **Payments, Billing and Claims** section.
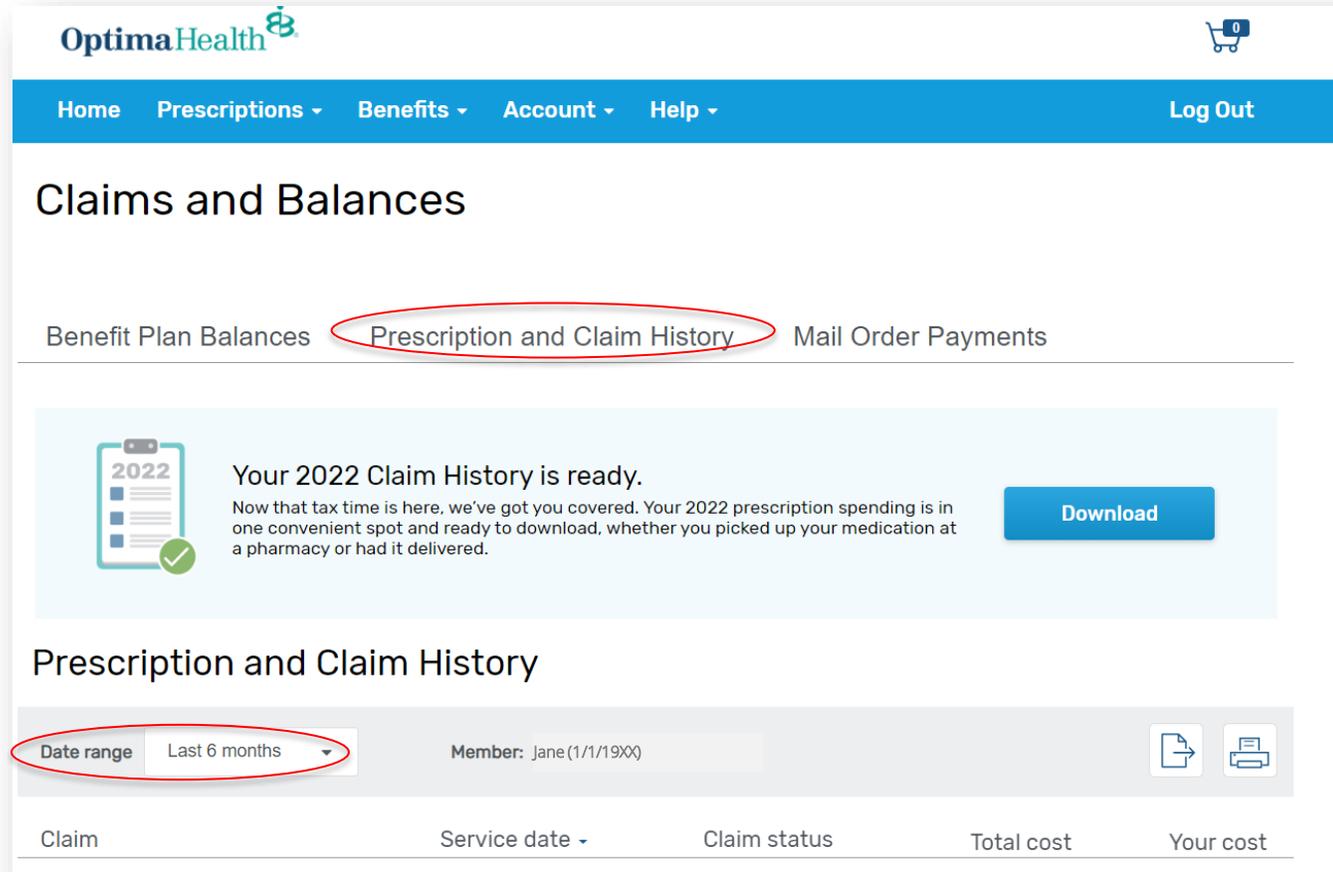
3. Click "Continue."

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

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

PHARMACY PORTAL MOBILE EXPERIENCE
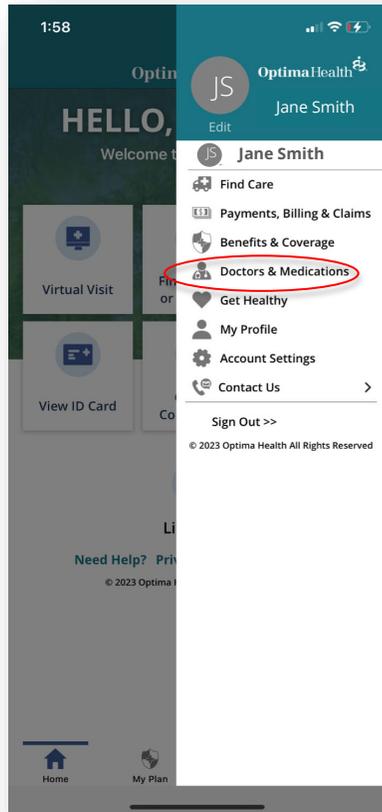
How to Access Your New Pharmacy Portal
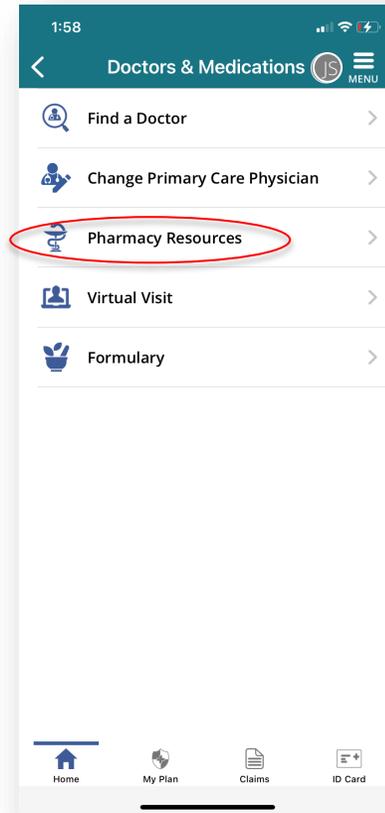
OptimaHealth

1. Login to
optimahealth.com/member.
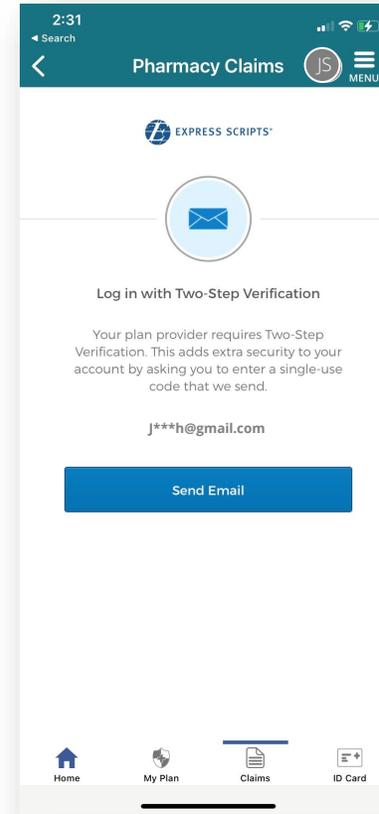2. Click on the hamburger menu in the top right.
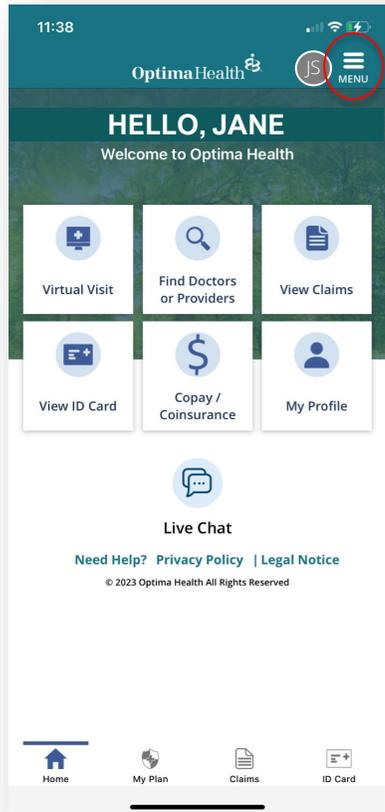
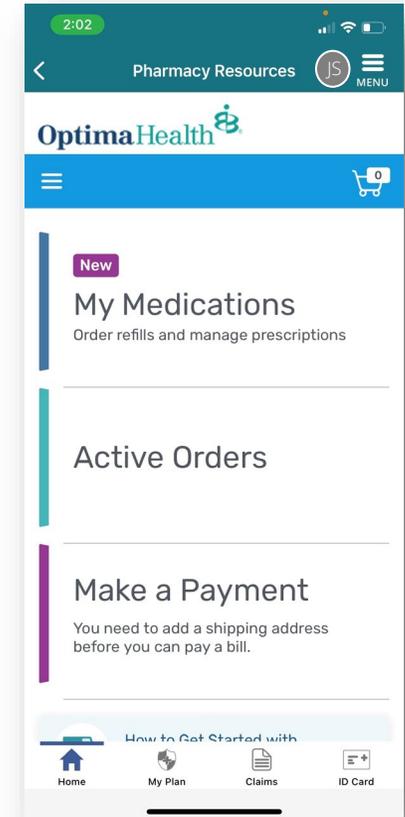3. Select "Doctors & Medications" from the drop-down menu.

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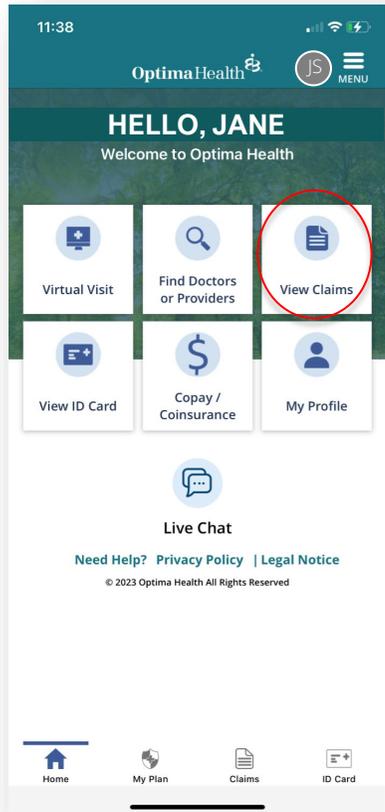
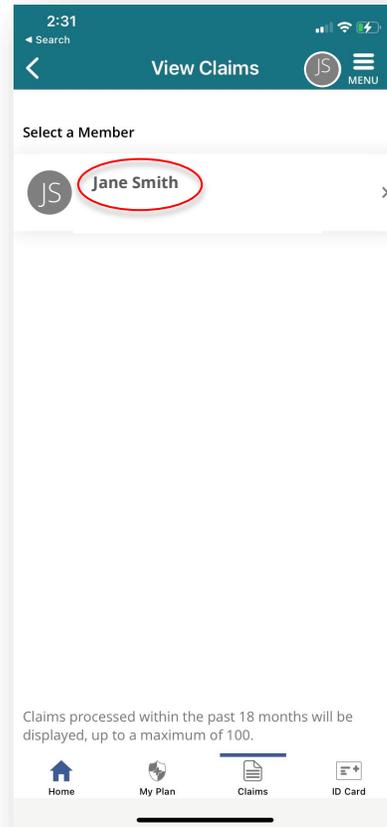6. Once signed in, you'll see the home page for your pharmacy portal.

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.
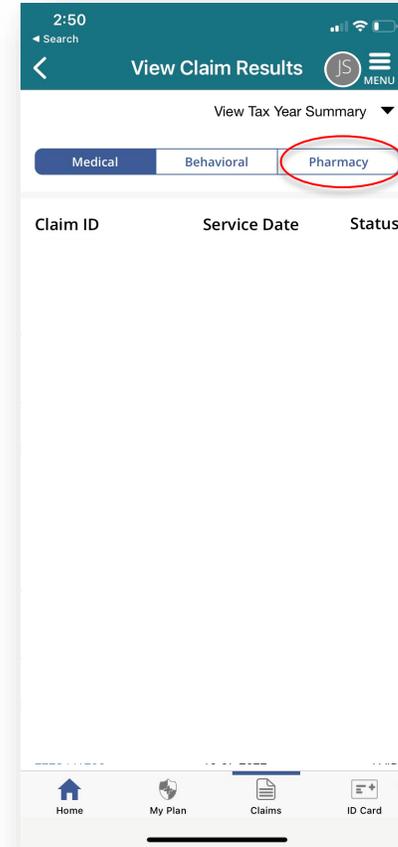
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How to Access Your Pharmacy Claims

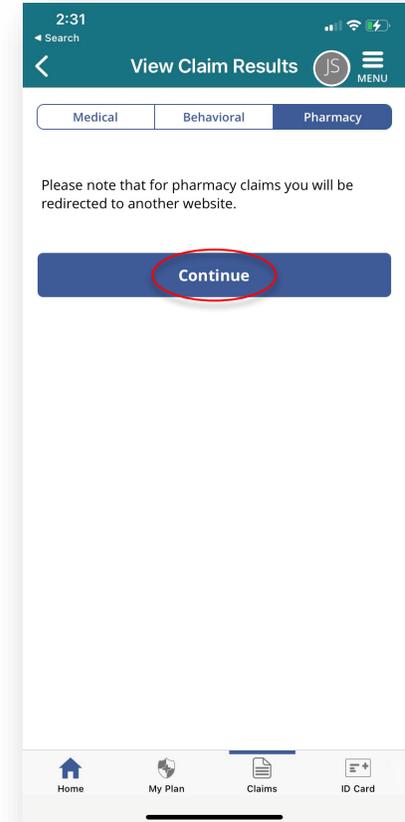1. Login to
optimahealth.com/member.
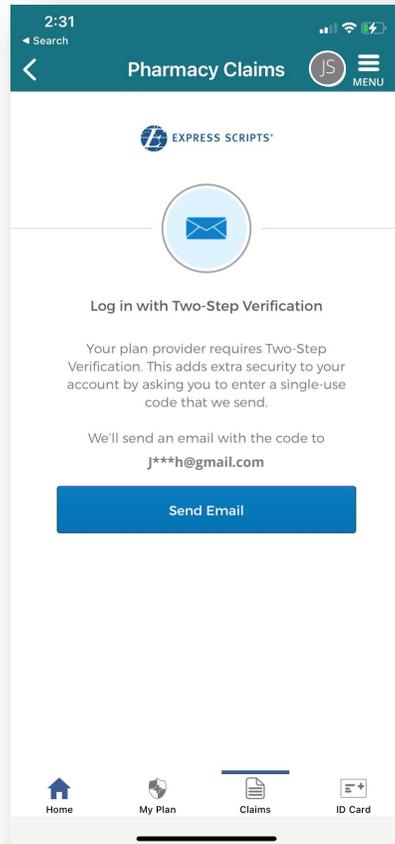2. Click on "View Claims."

3. Select your name.

4. Select "Pharmacy."

5. Select "Continue".

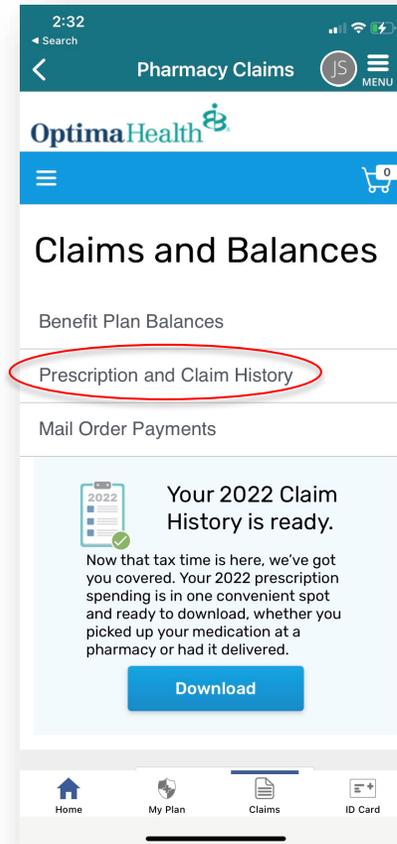6. You will be required to login using two-step verification. Follow the directions as prompted.

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.