How to use mail order for prescriptions

Mail order, or home delivery, helps make sure you always have medications on hand and may save you money. Medications arrive right at your door. You can quickly see which medications can be ordered through mail order delivery or transfer a retail prescription — all with a couple of clicks.

Registering is easy

You will need to complete a one-time registration to get access to the new prescription drug tools in your member account. After you log in to ibx.com, click on the My Care menu and then Pharmacy Mail Order/Home Delivery.

You will be directed to ibx-rxportal.sxc.com to enroll as a new user. This site uses HealthSafe® ID to help protect the security of your personal information.

Have your member ID ready (see example) and complete the following steps:

**Step 1:** Enter your personal information and member ID. The member ID is noted as “Cardholder ID” on this sign-up page. When entering your member ID, do not include the first three characters. Also, be sure to enter your name as it appears on your card. If you have a middle initial or name, add that to the first name text box.

**Step 2:** Create an account. Note: If you currently have an account with Optum Specialty Pharmacy, you may be prompted during registration to use the same username and credentials.

**Step 3:** A confirmation message from HealthSafe ID® will be sent via email, phone, or text to verify your information. After you select your preferred method, follow the instructions within this message to complete the verification process.
Using mail order

There are a couple of ways to start a new mail order or transfer a prescription.

1. From the Quick actions menu, select the My prescriptions icon.
2. From the home page, select the Home Delivery button.

Step 1

From the Quick actions menu, select My prescriptions.

![Quick actions menu](image)

Step 2

You’ll see a list of your prescription medications eligible for home delivery. Select Transfer to Home Delivery.

![Retail pharmacies](image)

To refill or renew a current mail order medication, click the My prescriptions icon to view all eligible prescriptions. Click Refill medication or Renew prescription to complete the checkout process.

![Mail Order – Home Delivery](image)
Step 3
Review the items in your cart, and then click *Proceed to Checkout*.

Step 4
To place an order, fill out your shipping address, shipping method, payment, and contact information. Review your items and order total before clicking *Place order*. 
Step 5

From the home page, click the Order status icon to track the status of an order and view order history from any device. See what stage of the process your order is in and the estimated delivery date. Alerts will notify you of actions you need to take to keep your orders moving without calling customer service.

Questions?

If you have a question about using the enhanced mail order tools, please call the number on the back of your member ID card.

To speak with your Independence dedicated Customer Service Representative, call 1-833-444-BLUE (2583). Your representative is available Monday – Friday, 8 a.m. – 9 p.m.