

CE+MS Digital Experience

New Pharmacy Claims Features on My Health Toolkit® Full Website

Anticipated Launch: March 18, 2022

Summary

- We're adding new features for managing pharmacy claims to the My Health Toolkit full website for members across all lines of business who have prescription drug coverage through our pharmacy benefits manager (PBM).
- Members who have benefits through our PBM already can view information about their pharmacy claims on the full website version of My Health Toolkit. Soon they also will be able to:
 - See which pharmacy claims are new versus ones they've already viewed.
 - Add personal notes for their reference.
- These features are already available for managing pharmacy claims on the My Health Toolkit app and mobile website. Additionally, we've already implemented these features for managing medical and dental claims on the full secure website. Integrating these features for pharmacy claims on the full website enables a more consistent and cohesive experience overall.
- We made these updates in response to feedback from our members and trends in the marketplace, as we continue to deepen our relationship with our PBM.
- Pharmacy claims information is not available within My Health Toolkit for members whose prescription drug coverage is carved out.
- We anticipate these changes will go live on the full site on Friday, March 18.
- The following pages include screenshots of what the experience will look like to members. We encourage you to review this information and share it with your staff.

Actions You May Need to Take

- **Marketing:** Make sure you're familiar with these new features and how they add value to the My Health Toolkit experience for our members and accounts. You may cascade this information as you see appropriate.
- **Customer Service:** Make sure you are familiar with these updated features, so that you are prepared to answer any questions. Review the following pages and determine if there are any additional screenshots, talking points or job aids that may need to be updated for your business area.

CE+MS Digital Experience

Member Experience

Once signed into the My Health Toolkit full website, members can access a list of their pharmacy claims via the **Benefits** tab in the top navigation and selecting **Pharmacy Claims Status**. The **Pharmacy Claims Status** page displays a list of recent claims.

A vertical blue bar indicates if a claim is new, compared to those the member has already viewed. The member can click the **View Details** button to view more information on a specific claim.

My Health Toolkit | Benefits | Wellness | Resources | My Profile | Search

Welcome, **BLAKE R REID** | Go to Message Center (0 unread) | Ask Customer Service | Log Out

Insurance Card

Health: [\(View Your Card\)](#)
ABC123654987

Have a dental account?
[Add your Insurance Card Number to access your account.](#)

Benefits

- Health
- Pharmacy
 - Drug Lists
 - Pharmacy Benefits
 - Pharmacy Claims**

Pharmacy Claims Status

Filter by: Choose One

Applied Filters: 01/01/2022 - 02/28/2022

Showing 1 to 3 of 3 Results

[Download Claims](#)

LISINOPRIL TAB 40MG BLAKE REID February 1, 2022 You Paid: \$7.08	View Details
LEVOXYL TAB 25MCG BLAKE REID January 31, 2022 You Paid: \$10.58	View Details
LISINOPRIL TAB 40MG BLAKE REID January 1, 2022 You Paid: \$7.08	View Details

[Site Map](#) | [Privacy & Legal](#) | [Accessibility & Non Discrimination Statement](#) | [Technical Support](#)

CE+MS Digital Experience

The Claims Detail page includes more specific information about the prescription, as well as an **Add Notes** button the member can use to add information for their own reference.

My Health Toolkit® Benefits Wellness Resources My Profile Search

Welcome, BLAKE R REID [Go to Message Center \(0 unread\)](#) | [Ask Customer Service](#) | [Log Out](#)

Insurance Card


Health: [\(View Your Card\)](#)
ABC123654987

Have a dental account?
[Add your Insurance Card Number to access your account.](#)

Benefits

- Health
- Pharmacy
 - Drug Lists
 - Pharmacy Benefits
 - Pharmacy Claims

Pharmacy Claims Status

 Drug Name and Dosage
LISINOPRIL TAB 40MG
Quantity
30

Patient:	BLAKE REID
You Paid:	\$7.08
Claim Number:	220331577636903
Rx Number:	554443331111
Provider Name:	HARMON
Fill Date:	January 1, 2022
Plan Paid:	\$0.00
Pharmacy:	CVS PHARMACY #06186 06186

My Notes

[+ Add Note](#)

[Back To List](#)

[Site Map](#) [Privacy & Legal](#) [Accessibility & Non Discrimination Statement](#) [Technical Support](#)



CE+MS Digital Experience

When the member clicks the Add Notes button, a **My Notes** text box will appear in which they can add their personal notes. Once, they've added a note, they simply click **Save**. Or they can **Cancel** if they choose not to add a note.

My Health Toolkit | Benefits | Wellness | Resources | My Profile | Search

Welcome, BLAKE R REID | Go to Message Center (0 unread) | Ask Customer Service | Log Out

Insurance Card


Health: [\(View Your Card\)](#)
ABC123654987

Have a dental account?
[Add your Insurance Card Number to access your account.](#)

Benefits

- Health
- Pharmacy
 - Drug Lists
 - Pharmacy Benefits
 - Pharmacy Claims

Pharmacy Claims Status

 Drug Name and Dosage
LISINOPRIL TAB 40MG
Quantity
30

Patient:	BLAKE REID
You Paid:	\$7.08
Claim Number:	220331577636903
Rx Number:	554443331111
Provider Name:	HARMON
Fill Date:	January 1, 2022
Plan Paid:	\$0.00
Pharmacy:	CVS PHARMACY #06186 06186

My Notes

I picked up this prescription on New Years Day and paid \$7.08 for it on my debit card.

[Site Map](#) | [Privacy & Legal](#) | [Accessibility & Non Discrimination Statement](#) | [Technical Support](#)

CE+MS Digital Experience

Once a note is saved, it will be included in the Claims Detail, with an option to edit or delete, if needed.

The screenshot displays the 'My Health Toolkit' interface. At the top, there is a navigation bar with tabs for 'My Health Toolkit', 'Benefits', 'Wellness', 'Resources', and 'My Profile', along with a search bar. Below the navigation bar, the user is greeted with 'Welcome, BLAKE R REID' and links to 'Go to Message Center (0 unread)', 'Ask Customer Service', and 'Log Out'. The main content area is divided into two columns. The left column contains an 'Insurance Card' section with a health ID 'ABC123654987' and a 'Benefits' sidebar with options like 'Drug Lists', 'Pharmacy Benefits', and 'Pharmacy Claims'. The right column features a 'Pharmacy Claims Status' section with a drug icon and details for 'LISINOPRIL TAB 40MG' with a quantity of 30. Below this is a table of claim details:

Patient:	BLAKE REID
You Paid:	\$7.08
Claim Number:	220331577636903
Rx Number:	554443331111
Provider Name:	HARMON
Fill Date:	January 1, 2022
Plan Paid:	\$0.00
Pharmacy:	CVS PHARMACY #06186 06186

Below the table is a 'My Notes' section with a note: 'I picked up this prescription on New Years Day and paid \$7.08 for it on my debit card.' A red arrow points to the 'Edit' button next to the note. There are also 'Delete' and 'Back To List' buttons.

At the bottom of the page, there is a blue footer bar with links for 'Site Map', 'Privacy & Legal', 'Accessibility & Non Discrimination Statement', and 'Technical Support'.

Ongoing Improvement

We'll continue to evaluate member feedback on these and other My Health Toolkit features, as well as trends in the market to identify opportunities for further enhancements.

Questions

If you have any questions about this or other digital campaigns, please contact Digital.Experience@bcssc.com.