



WELCOME TO YOUR CAPITAL RX PHARMACY BENEFITS!

This member booklet is customized for
<FName> <LName>



american greetings

WELCOME TO CAPITAL RX

Thank you for being a valued Capital Rx member. When it comes to your health, we are with you every step of the way by helping you manage your prescription drug benefit. Our top-tier services and resources are available to help you make the most informed decisions for you and your family.

If you are prescribed a 90-day prescription for maintenance medications (e.g. long-term conditions like arthritis, asthma, diabetes, high blood pressure or high cholesterol), you can fill your prescription at retail pharmacies or through Costco Mail Order (no Costco membership required).

Please review your member booklet to learn more about your pharmacy benefits. If you have questions, please call customer care at 1-833-599-1016 or visit cap-rx.com.

Thank you,
Capital Rx

DIGITAL SUPPORT

The Capital Rx suite of digital tools includes an online member portal and mobile app, giving you a personal advisor for your prescriptions in the palm of your hand.

How to register on the website and mobile app:

1. Visit <https://app.cap-rx.com/register?client=amgreetings>
2. Fill in your personal information and click **VALIDATE**
3. Complete credentials form and click **CREATE ACCOUNT**
4. Check your email and locate the verification code sent from Capital Rx
5. Enter the code provided to validate your email address

Registration is complete! You can now login using the credentials established during registration!

SEARCH “**CAPITAL RX**” TO
DOWNLOAD ON THE APP STORE.



COSTCO MAIL ORDER

Saving time and money on your prescriptions has never been easier. Capital Rx and Costco Mail Order are working together to offer you affordable prescription medications delivered right to your home.

Getting started with Costco Mail Order:

Online: Go to rx.costco.com and create a patient profile.

Phone: Call Capital Rx and follow the prompts for medications delivered to your home to provide patient and payment information.

Please reach out to your prescriber and update your mail order pharmacy provider to Costco.

Choose one of the following options to request refills of current prescriptions or send new prescriptions to Costco Mail Order:

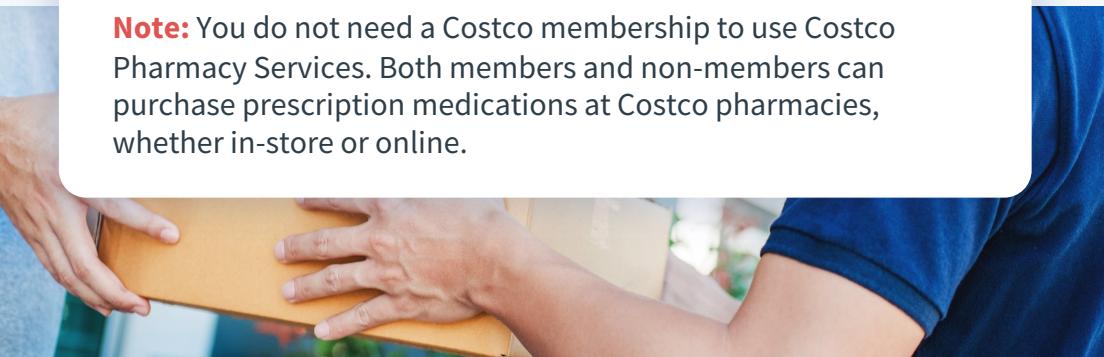
Mail: Go to rx.costco.com and access your patient account. Select refill prescriptions or new prescriptions. Follow the prompts to complete the request and mail your paper prescription to Costco Pharmacy, 260 Logistics Ave, Suite B, Jeffersonville, IN 47130.

E-prescribe: Have your prescriber electronically send your prescription to Costco Pharmacy, #1348, Zip Code 47130.

Fax: Have your prescriber fax your prescription to 1-877-258-9584. Faxed prescriptions may only be sent by a doctor's office and must include patient information.

Costco Mail Order Customer Support is available Monday-Friday 8:00am to 10:00pm EST and Saturday 12:30pm-5:00pm EST.

Note: You do not need a Costco membership to use Costco Pharmacy Services. Both members and non-members can purchase prescription medications at Costco pharmacies, whether in-store or online.



Receive Personalized Care with ArchimedesRx

Capital Rx and ArchimedesRx are working together to provide you with safe, cost-effective ways to get your medications when you need them.

Specialty medications are a separate category of complex medications used to treat chronic, complex conditions including but not limited to hepatitis C, rheumatoid arthritis, HIV and multiple sclerosis.

How do I fill my specialty medications?

Please reach out to your prescriber and update your specialty pharmacy provider to ArchimedesRx. If you are prescribed or taking a specialty medication, please contact ArchimedesRx today. You can contact member support by:

Phone: 1-888-504-5563

Fax: 1-866-491-6971

Email: memberservices@archimedesrx.com

To access more online resources, please scan the QR code or visit:

<https://archimedesrx.com/resources/>



CAPITAL RX IS HERE TO SUPPORT YOU!

Our customer care representatives are available 24 hours a day, 7 days a week to answer any questions you may have about your prescription drug benefit plan.

Toll Free Number: 1-833-599-1016

Rx Bin: 610852

Rx PCN: CHM

Rx Group: JD352

Find your Member ID located on the back of your medical/prescription drug ID card.

CAPITAL RX'S MEMBER PORTAL IS THE QUICKEST AND EASIEST WAY TO:



MANAGE OR VIEW
YOUR BENEFIT
INFORMATION



ACCESS YOUR
PRESCRIPTION
HISTORY



TRACK
OUT-OF-POCKET
SPEND



SCAN HERE TO VISIT OUR WEBSITE
AND ACCESS A FULL SUITE OF
MEMBER RESOURCES

ACCESS TO DIGITAL FORMS

- Download Digital Prescription Drug Claim Form
- Complete Authorized Representative Form
- View Patient Rights and Responsibilities
- Learn More with Frequently Asked Questions.



IMPORTANT REGULATORY INFORMATION

Capital Rx protects your health information and complies with HIPAA standards. For more information, please visit cap-rx.com/legal.

Capital Rx complies with all applicable laws including Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Capital Rx does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Capital Rx is pleased to offer the following language assistance services free of charge:

- Qualified interpreters
- Information that is written in other languages

If you need these services, please call the number on the back of your ID card. (TTY: 711)

If you believe Capital Rx has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with the Civil Rights Coordinator by choosing one of the following methods:

- Mail: Capital Rx LLC, Attn: Compliance Department, Civil Rights Coordinator, 228 Park Avenue South, Suite 87234, New York, NY 10003
- Email: compliance@cap-rx.com
- Phone: 1-888-617-6521 (TTY: 711) and follow the prompts for Legal and Compliance concerns

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by choosing one of the following methods:

- Online: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>
Complaint forms available online at: <http://www.hhs.gov/ocr/office/file/index.html>
- Mail: U.S. Department of Health and Human Services 200 Independence Avenue, SW Room 509F, HHH Building, Washington, D.C. 20201
- Phone: 1-800-368-1019, 800-537-7697 (TDD)

LANGUAGE SERVICES AVAILABLE:

English:

ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you.

Call 1-888-832-2779 (TTY: 711)

Spanish:

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-832-2779 (TTY: 711)

Chinese:

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-888-832-2779 (TTY: 711)

Vietnamese:

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-888-832-2779 (TTY: 711)

Korean:

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-832-2779 (TTY: 711) 번으로 전화해 주십시오.

Tagalog:

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-888-832-2779 (TTY: 711)

Russian:

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-832-2779 (телефайп: 711)

Haitian Creole:

ATANSYON: Si w pale Kreyòl Ayisyen, gen sevis èd pou lang ki disponib gratis pou ou. Rele 1-888-832-2779 (TTY: 711)

French:

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-888-832-2779 (ATS: 711)

Portuguese:

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-888-832-2779 (TTY: 711)

Polish:

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-888-832-2779 (TTY: 711)

Japanese:

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-888-832-2779 (TTY: 711) まで、お電話にてご連絡ください。

Italian:

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-888-832-2779 (TTY: 711)

German:

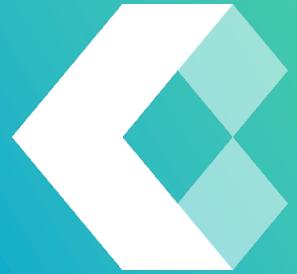
ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-888-832-2779 (TTY: 711)

Farsi:

توجه: اگر به زبانی غیر از زبان فارسی صحبت می‌کنید، خدمات پشتیبانی زبان به صورت رایگان در اختیار شما قرار می‌گیرد. با شماره 1-888-832-2779 (تلنایپ: 711) نهادن بگیرید.

Arabic:

تنبيه: إذا كنت تتحدث لغة أخرى غير العربية، فإن خدمات المساعدة اللغوية متوفّرة لك مجاناً. اتصل على الرقم 1-888-832-2779 (الهاتف النصي: 711).



Visit cap-rx.com
to learn more!

