



**WELCOME TO  
YOUR CAPITAL RX  
PHARMACY BENEFITS!**



## 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. 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 through RxONE.

Please review your member booklet to learn more about your pharmacy benefits. If you have questions, please reference the back cover for who to contact for support.

Thank you,  
Capital Rx

# OUR DIGITAL APP HAS ALL OF THE INFORMATION YOU WOULD EXPECT WITH ADDED FEATURES!

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.

Find low cost medications at a pharmacy near you

Find a pharmacy

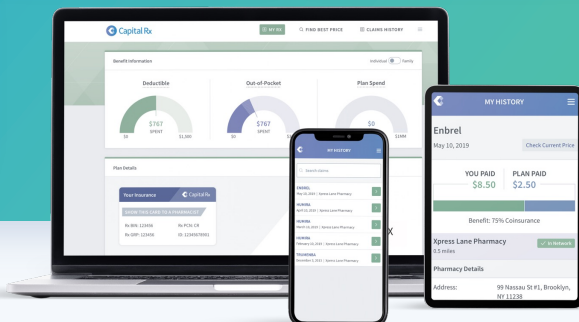
View your claims history

Download a digital pharmacy ID card

View which medications are covered under your plan

Track how much money you have paid towards your out-of-pocket obligations

View or download member documents and plan forms



## HOW TO REGISTER:

1. Visit <https://app.cap-rx.com/register>
2. Fill in your personal information and click **VALIDATE**
3. Complete the 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.



## SAVING TIME AND MONEY ON YOUR PRESCRIPTIONS HAS NEVER BEEN EASIER.

Capital Rx and RxONE are working together to offer you affordable prescription medications delivered right to your home.

### Getting started with RxONE Pharmacy:

Please reach out to your prescriber and update your preferred pharmacy provider to the RxONE nearest you. For access to the list of RxONE Pharmacy locations, please refer to the listing provided on the [Virtual Benefits Fair](#) under the prescription benefits section.

### Managing New Prescriptions and Refill Requests:

**Choose one of the following options to request refills of current prescriptions or send new prescriptions to RxONE Pharmacy:**

**E-prescribe:** Have your prescriber electronically send your prescription to your designated RxONE pharmacy.

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**Refills:** May be requested via [MyChart](#) or by calling the pharmacy.

RxONE will call you to get more information and schedule your first delivery or pick up date. RxONE's Liaison will also contact you prior to any refill to coordinate your ongoing care.

### RxONE Specialty Pharmacy offers specialty services and programs to support your needs:

- Patient Outreach and Enrollment
- Benefits Investigation
- Prior Authorization Support
- Financial Assistance
- Med Adherence and Refill Coordination
- Clinical Pharmacist Support
- Prescription and Prior Authorization Renewal

If you have any questions regarding your specialty medication, please contact Capital Rx Customer Care by calling the phone number on your member ID card.

## IMPORTANT REGULATORY INFORMATION

**Capital Rx protects your health information and complies with HIPAA standards. For more information, please visit [cap-rx.com/legal](https://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](mailto: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 (телетайп: 711)

### Haitian Creole:

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis ed 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 (تله‌تایپ: 711) تماس بگیرید.

### Arabic:

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



## 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: 1-833-202-5160**

**Rx Bin: 610852**

**Rx PCN: CHM**

**Rx Group: JD370**

**If you don't know your member ID, please call Customer Care for support.**

## 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

- Fill out digital direct member reimbursement or authorized representative forms
- Download Digital Prescription Drug Claim Form
- Complete Authorized Representative Form
- View Patient Rights and Responsibilities
- Learn More with Frequently Asked Questions





Visit [cap-rx.com](https://cap-rx.com)  
to learn more!

