Your Guide to the Flipt App

Welcome to Flipt.

Flipt makes it easy to manage prescriptions for yourself and your family. You can use the Flipt mobile app or website at **https://app.fliptrx.com/home** to:

- **FIND THE LOWEST PRICE** for you prescription medication at nearby pharmacies and mail order
- **REFILL** your existing prescriptions
- **MONITOR** your deductible and out-of-pocket spending
- **TRACK** your mail order prescriptions
- **ACCESS** your digital ID
- and **MORE**

The following pages offer a step-by-step guide to activating your account and using the app and website. If you have any questions along the way, the Flipt Concierge is ready and waiting.

CONTACT THE FLIPT CONCIERGE

Call **1-833-FliptRx (354-7879)** 8 a.m. to 11 p.m. Eastern Time, 7 days a week, including holidays, or email us at **WeCare@fliptrx.com**.

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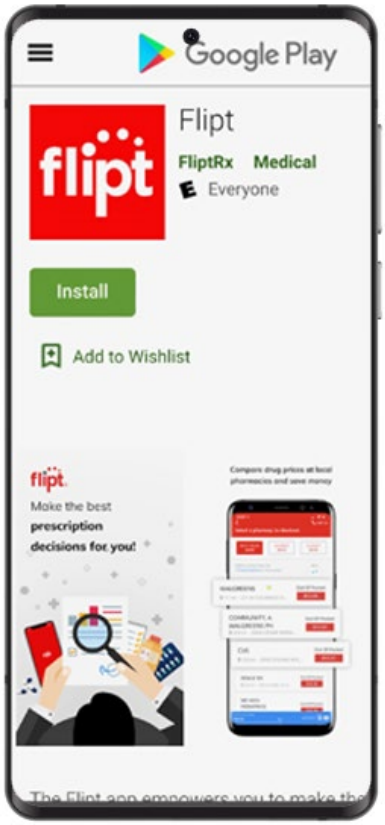
Download the App

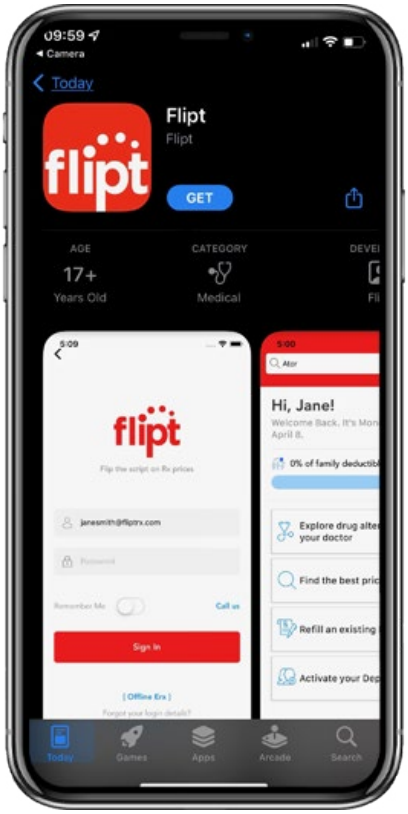
To download the free Flipt app, search for "Flipt" in the **App Store** or on **Google Play,** or scan the appropriate QR code for your device (below) with your smart phone camera or barcode scanner app.

Android Devices



GET IT ON Google Play

iOS Devices



Available on the App Store

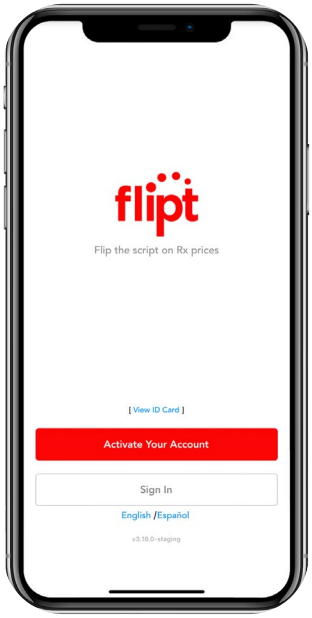
Note: You may access the same services as the Flipt mobile app on the Flipt website at **https://app.fliptrx.com/home**.

Activate Your Account

The first time you use the Flipt app or website, you need to activate your account. Here's how:

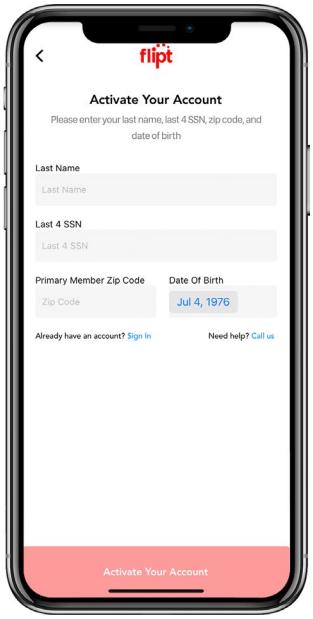
Open the Flipt mobile app or website at https://app.fliptrx.com/signup:

- Tap ACTIVATE YOUR ACCOUNT.



At the Activate Your Account screen:

- Enter your last name.
- Enter the last 4 digits of your Social Security Number (SSN).
- Enter the primary account holder's zip code.
- Enter your date of birth.
- Tap ACTIVATE YOUR ACCOUNT.

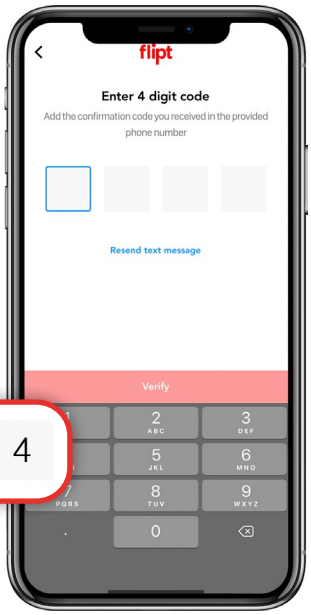


At the next screen:

- Create and confirm your password.
- Enter your mobile number.
- Read and accept Flipt's "Terms of Use".
- Tap VERIFY.

At the next screen:

- You will receive a 4-digital code via SMS or text message. This may take a few minutes.
- Enter the 4-digit code and tap VERIFY.



Congratulations! You have activated your Flipt account.

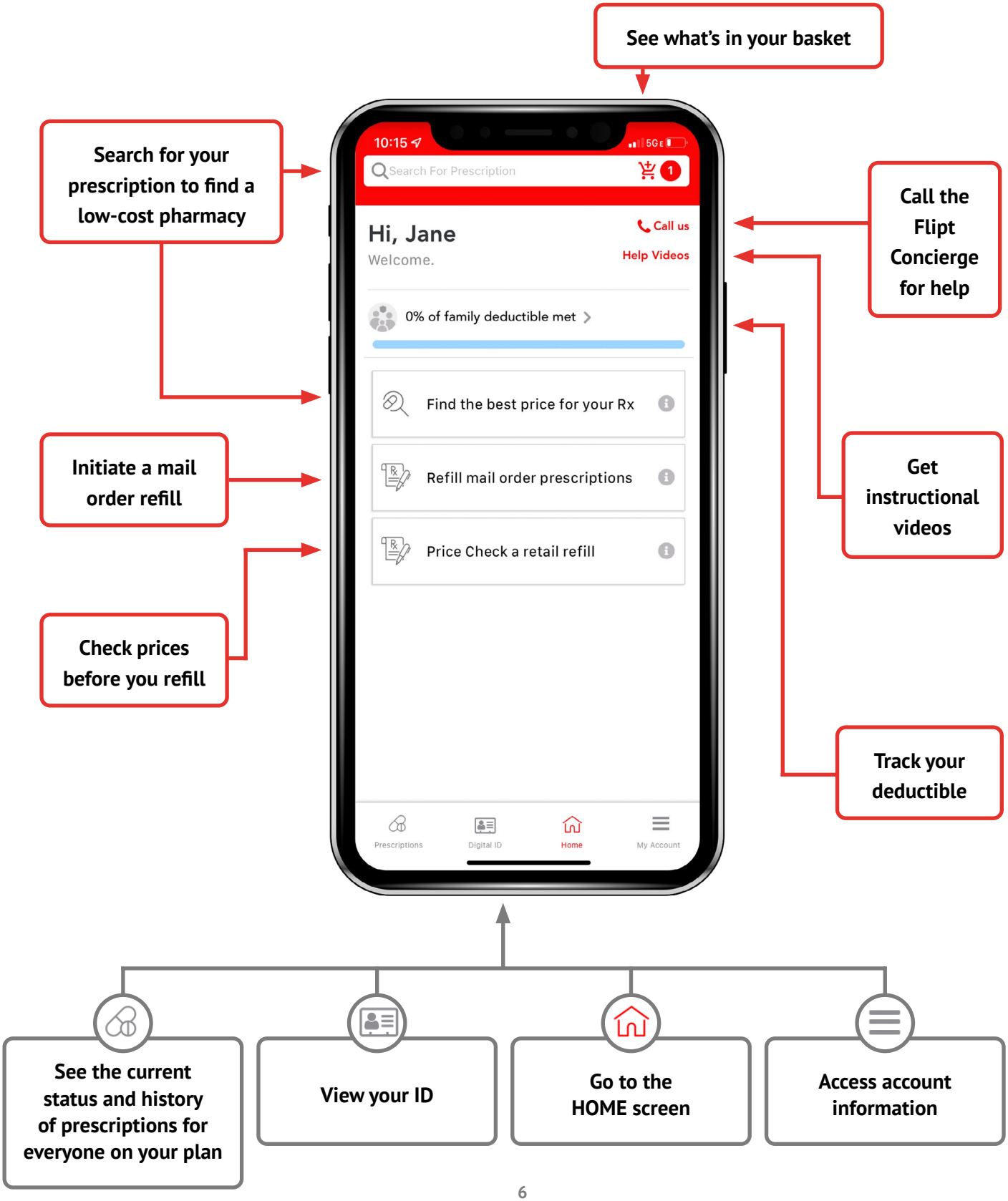
Get Important Information From Flipt

Once your app is activated and your mobile phone number has been registered, Flipt will communicate important information regarding refills, prior authorization status, retail savings, and more via text messaging.

We do not collect, share, or sell information for marketing purposes. All communications from Flipt are related to your pharmacy benefits. Read our privacy policy at *My Account* > *Settings* within the app.

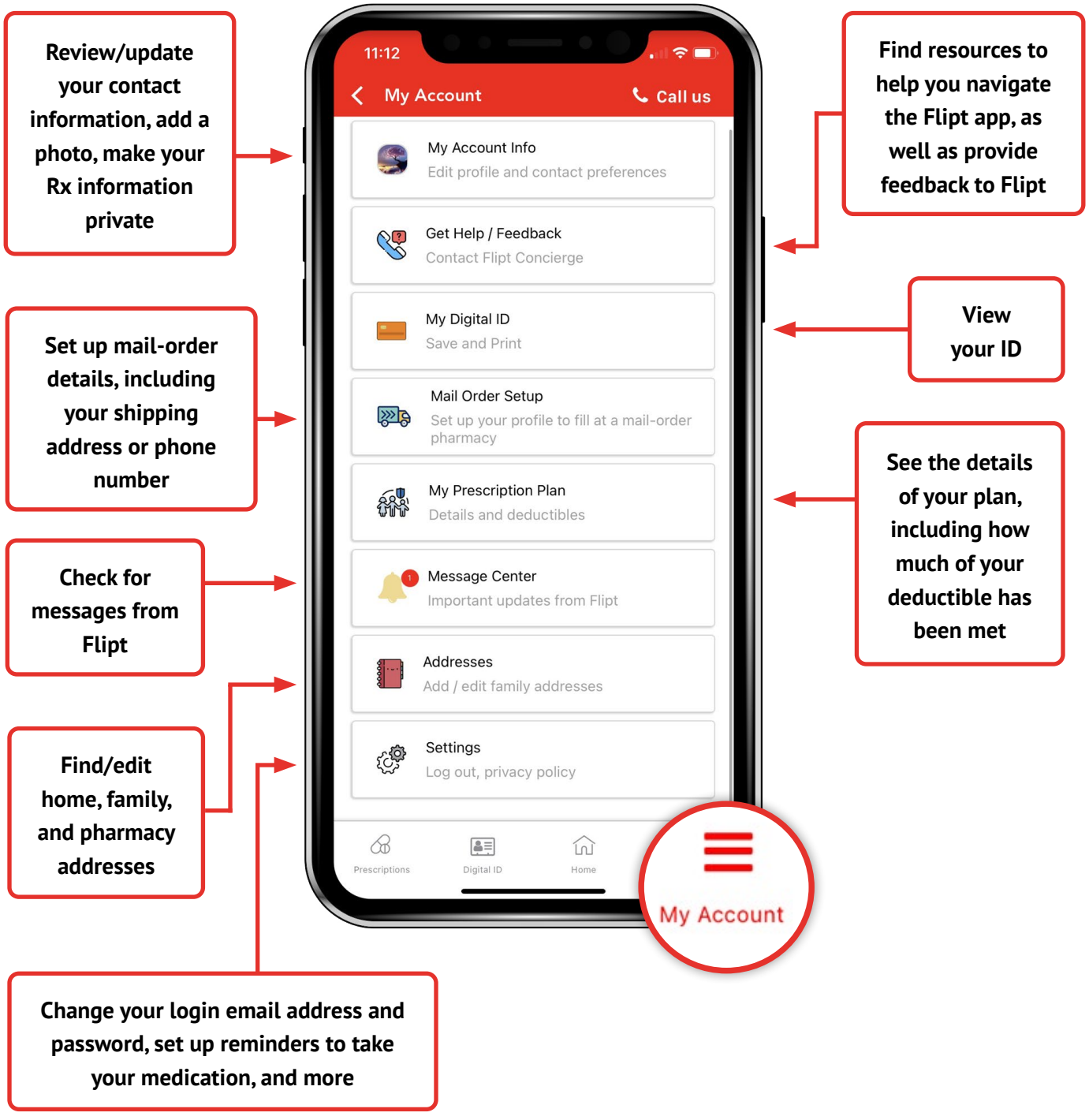
The Home Screen

The HOME screen makes it easy to find what you need quickly. Here's a look at all you can do from there:



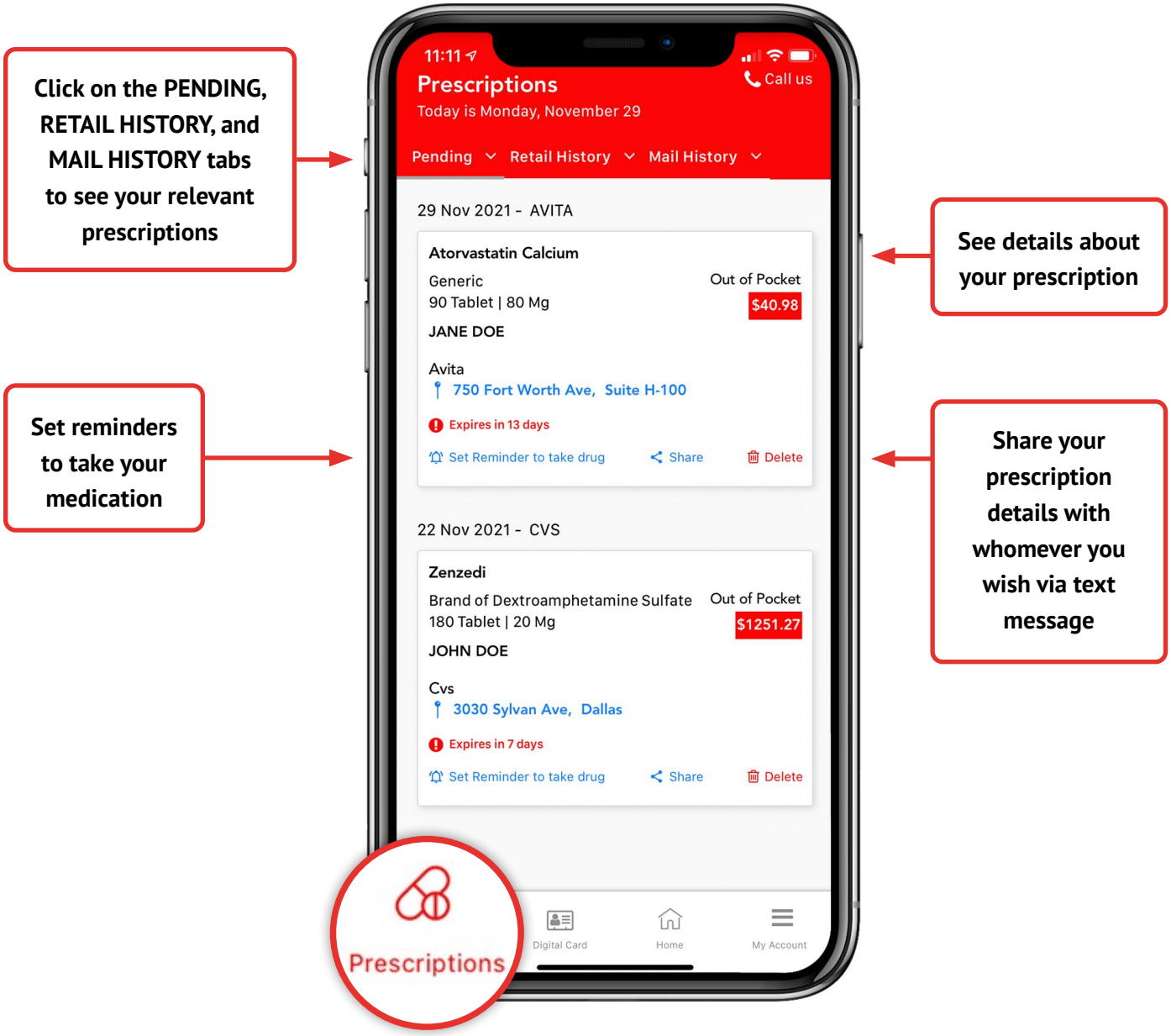
Your Account Information

The MY ACCOUNT screen allows you to easily manage your account. Here's a look at all you can do from there:



Your Prescriptions

The PRESCRIPTIONS screen stores your past and pending prescription information all in one place. Here's a look at all you can do from there:

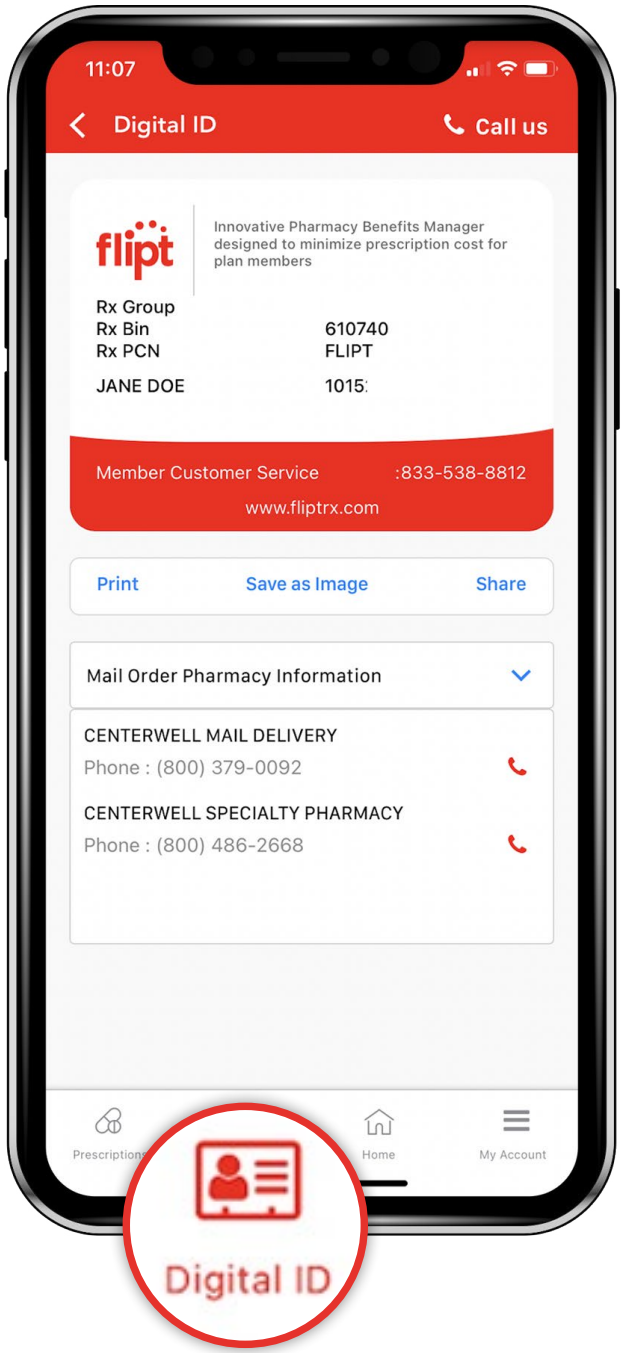


Access Your Digital ID Card

You'll need to show your Flipt ID to pick up your prescriptions. You can access a digital ID in the app and on the Flipt website. To view your digital ID, you can tap DIGITAL ID in the navigation bar at the bottom of the screen or go into MY ACCOUNT and tap MY DIGITAL ID.

You can print, save, or share your Flipt digital ID.

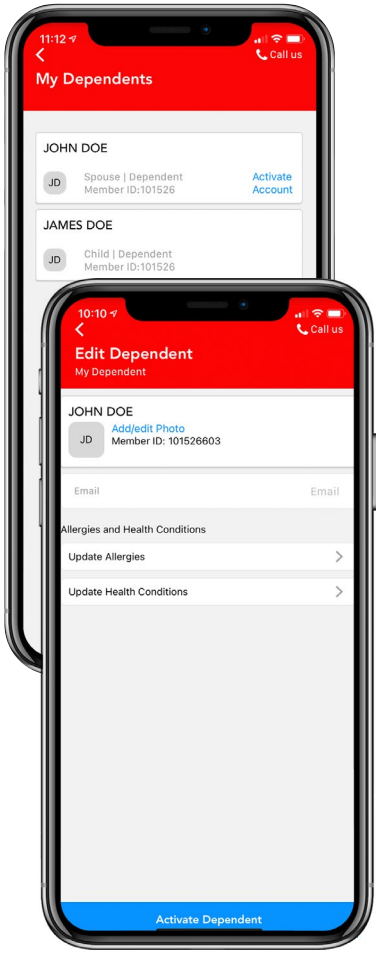
HELPFUL HINT: Save a screenshot of your Flipt digital ID on your cell phone so that you always have your ID handy.



Activate Dependent Accounts

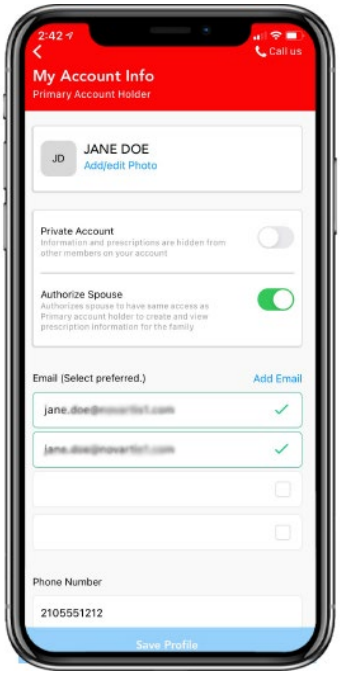
Your adult dependents (ages 18+) can activate their own Flipt account. Send them an invite to activate, here's how:

- Tap MY ACCOUNT. Go to MY DEPENDENTS and then click ACTIVATE ACCOUNT next to your adult dependent's name.
- You will then be prompted to provide an email address for that dependent.
- Once you do this, your dependent will receive an email from Flipt with instructions on how to download the Flipt app and activate their account.



Authorize Access for Your Spouse

You can authorize your spouse to have the same access as the primary account holder, including the ability to create and view prescriptions for you and your other dependents. To do that, the primary account holder must activate their own account first. After they have activated, they should tap MY ACCOUNT, then MY ACCOUNT INFO and turn on the switch in the AUTHORIZE SPOUSE section. (It will show as green if turned on, grey if not.) Once this is complete, your spouse will have the same access to the account as the primary account holder.



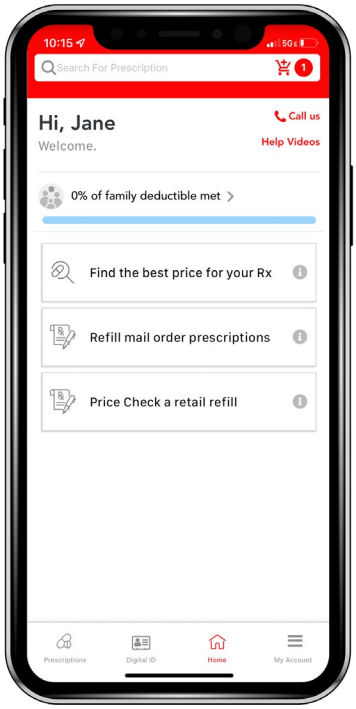
PRIVACY TIP: If you do not wish for dependents to see your information and prescriptions, turn on the PRIVATE ACCOUNT switch located in MY ACCOUNT INFO.

Fill a Prescription at a Retail Pharmacy

The first thing you need to do is get all the prescription details from your doctor. Then, you must create an INTENT for your prescription. An INTENT locks in the drug pricing that you see in the app, and you can create it using the Flipt app or website. Here's how you do that:

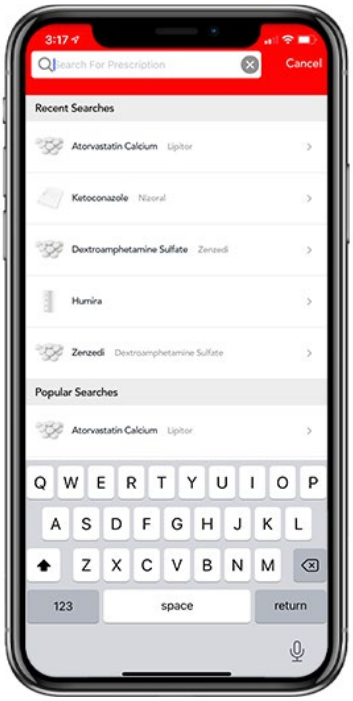
STEP 1

On the HOME screen, type in the name of the drug in the SEARCH box at the top of the screen or tap FIND THE BEST PRICE FOR YOUR RX.



STEP 2

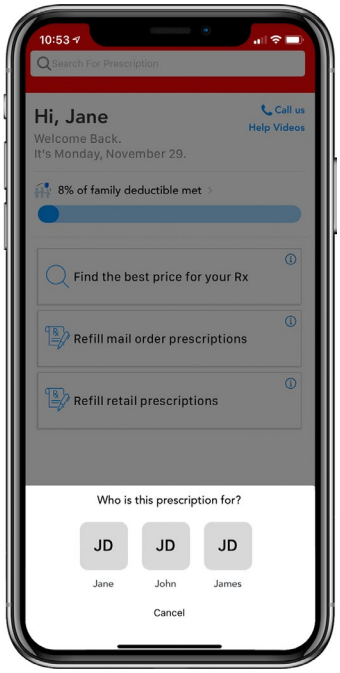
A list will populate. Tap on the name of your medication.



WARNING: If you create an INTENT for a drug that may conflict with another drug in your current history, your INTENT will display a DRUG INTERACTION WARNING notice with details about the potential issues. If you see a drug interaction warning, you must discuss it with your prescriber.

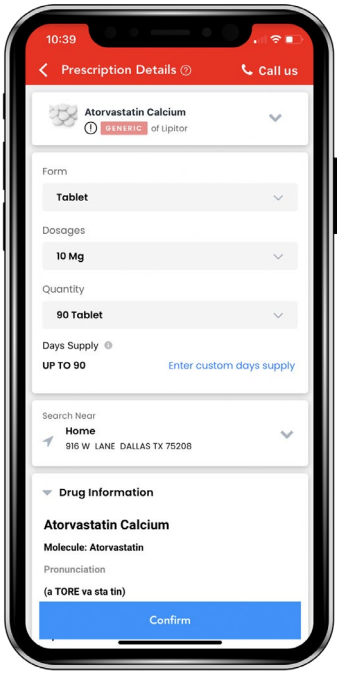
STEP 3

Confirm who the prescription is for.



STEP 4

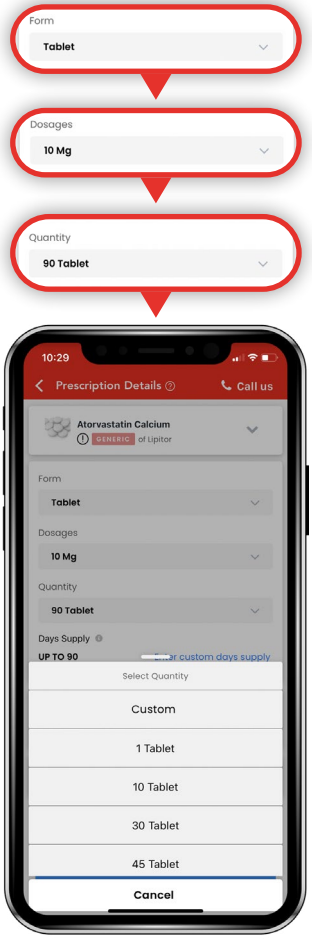
The app will show you the results of your drug search. If there is a generic version of the medication, the app will default to the generic. Ask your doctor if the generic is an acceptable substitute. If not, choose the branded version.



You can find detailed information about the drug by scrolling down.

STEP 5

Enter the prescription details exactly as they were written by your doctor. Select the correct FORM, DOSAGE, and QUANTITY. The app will automatically calculate the DAYS SUPPLY; however, if the one displayed is different than your prescription, please enter a custom DAYS SUPPLY. Then select the location that you want the app to use for the pharmacy search. Tap CONFIRM.



Please be sure to enter your prescription details accurately when you search for your medication. It's important to follow the prescription you've received precisely as drug prices may change based on your dosage, form, and quantity details.

STEP 6

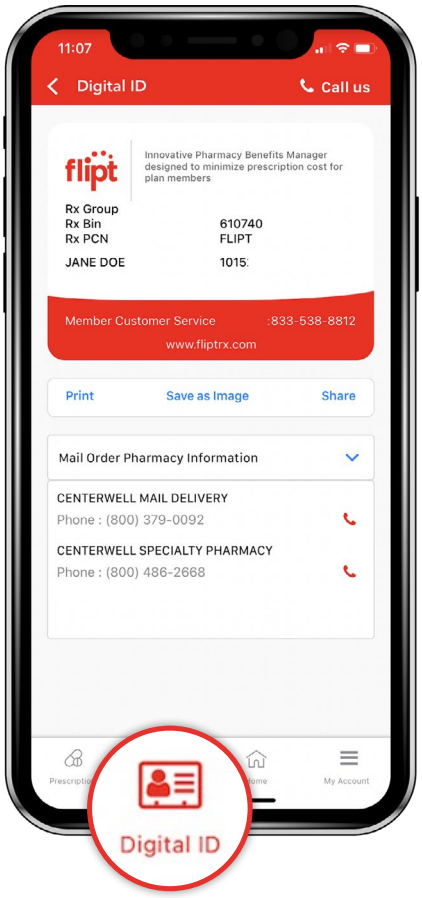
- The prescription is then added to your basket. Tap ADD PRESCRIPTION to add another prescription to your basket or if you are finished, tap SEARCH PHARMACIES to view prices at nearby pharmacies.
- The app will show a list of pharmacies, and you will see three tabs at the top of your screen: Best Value, Favorite, and Closest. These are filters that allow you to sort the results based on these three categories. When you click Best Value, your list will be sorted by price. When you click Closest, your pharmacy list will be sorted by distance. When you sort by Favorite, any pharmacies that you have favorited in the past will appear at the top, and they will be followed by the remainder of the list sorted by price.

  Note: Only one location will appear in the pharmacy list for each retail pharmacy chain (if applicable). If you want to go to a different location than the one shown, click on the pharmacy name in the list and then click CHOOSE ANOTHER LOCATION. A list of the closest locations for that particular pharmacy chain will come up. Click on your preferred location and then CONTINUE to create an INTENT.
- Tap the pharmacy that best meets your needs and then tap CONTINUE.
- When you see the THANK YOU screen it means that you now have completed an INTENT that will be saved as a PENDING ACTION on the PRESCRIPTIONS page for up to 14 days.

STEP 7

You're not done just yet ...

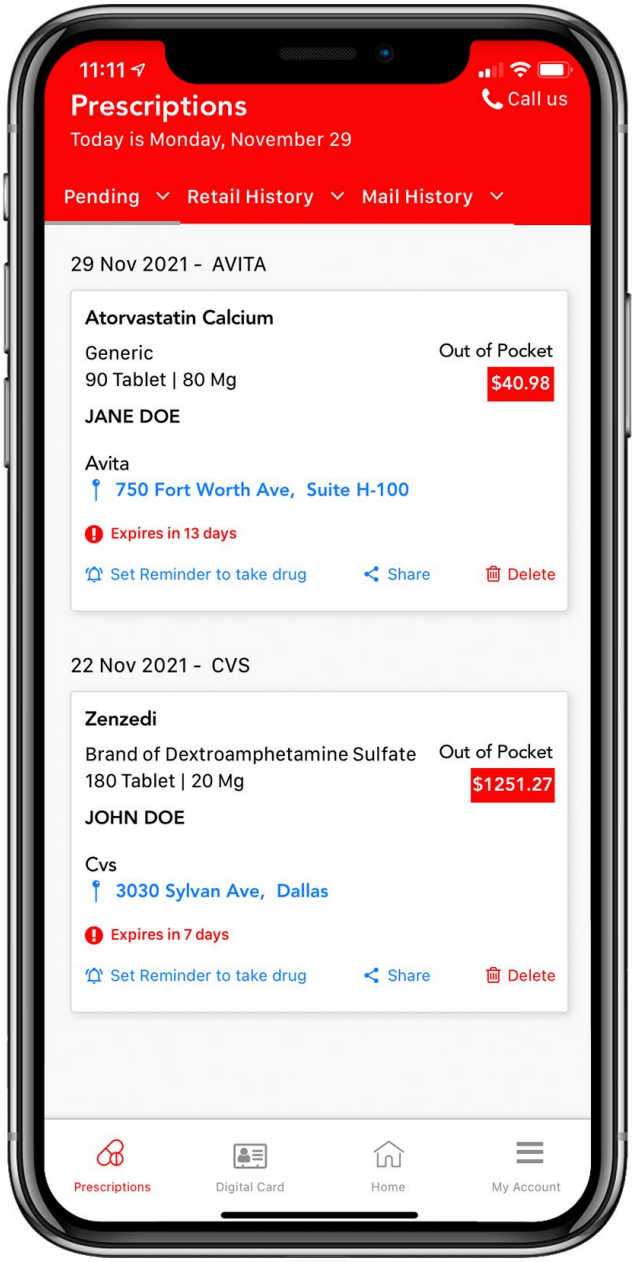
- The Flipt app does not communicate directly with retail pharmacies, so you must ask your doctor's office to send your prescription to the pharmacy you've selected. This prescription MUST MATCH the INTENT you created to ensure that you will receive the pricing shown in the Flipt app.
- At the pharmacy, show your Flipt ID and pick up your prescription as you normally would.



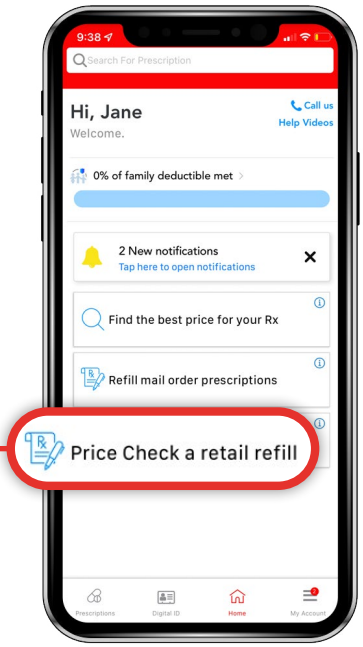
Pick your favorites: To make a pharmacy a "favorite," simply tap on that pharmacy name, then tap the star in the upper right side of the screen.

IMPORTANT:

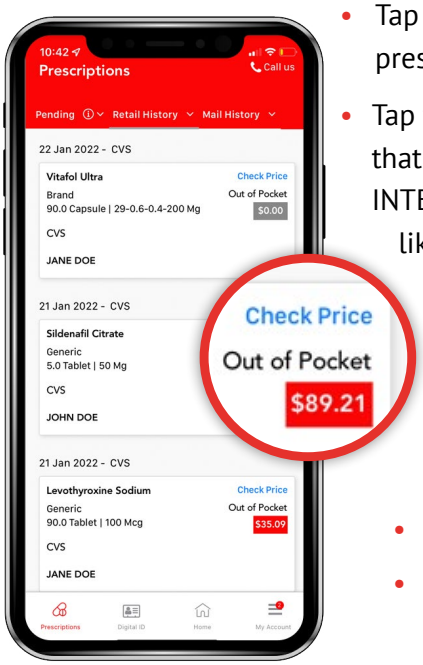
An INTENT is **not** a prescription. A prescription can only be created by a licensed medical professional. Your prescriber must send your prescription to the pharmacy you designated in your INTENT. Flipt will then apply any associated credits or pricing to the cost of your medication. An INTENT will show as PENDING on your PRESCRIPTIONS page until it's filled, deleted, or expired.



Refill a Prescription at a Retail Pharmacy



- If you are refilling a prescription at a retail pharmacy, simply tap PRESCRIPTIONS at the bottom of the HOME screen or PRICE CHECK A RETAIL REFILL.
- Locate the prescription under RETAIL HISTORY.



- Tap CHECK PRICE next to the prescription you'd like to refill.
- Tap the name of your preferred pharmacy. Review that pharmacy's details and then complete your INTENT by tapping ACKNOWLEDGE. If you'd like to compare prices, tap SELECT ANOTHER PHARMACY at the top of the screen to view other pharmacies.

Note: If there is a lower-cost pharmacy, the app will alert you. Either tap ACKNOWLEDGE to complete the refill INTENT at your current pharmacy or tap SWITCH AND SAVE to choose a lower-cost pharmacy.

- Contact your pharmacy to refill your prescription.
- Go to your pharmacy, show your Flipt ID, and pick up your medication.

Found a better price at a dierent pharmacy? Transerring your prescription is simpe.

If you are creating an INTENT for a refill and indicate that you want to use a different pharmacy than the one that you used previously, the app will show a Switch Pharmacy Alert. Simply tap CONFIRM to notify the Concierge to initiate a transfer.

If you do not create an INTENT, you can simply call the new pharmacy you have chosen and ask them to contact your current pharmacy to transfer your prescription. The Flipt Concierge will also be happy to do it for you. Email **WeCare@fliptrx.com** or call at **1-833-FliptRx (354-7879)**.

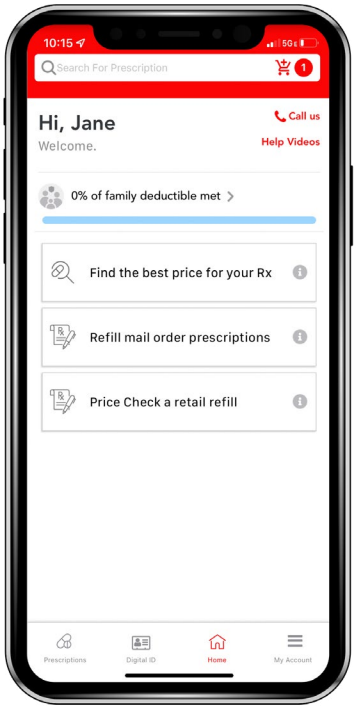
Take a look at your family's activity: If you want to view your dependents' prescription history, simply tap on the small down arrow on the right-hand side of RETAIL HISTORY or MAIL HISTORY to see a list of everyone on the account and take a look at their prescription activity.

Fill a Prescription at a Mail Order Pharmacy

The first thing you need to do is get all the prescription details from your doctor. Then, you must create an INTENT for your prescription. An INTENT locks in the drug pricing that you see in the app, and you can create it using the Flipt app or website. Here's how you do that:

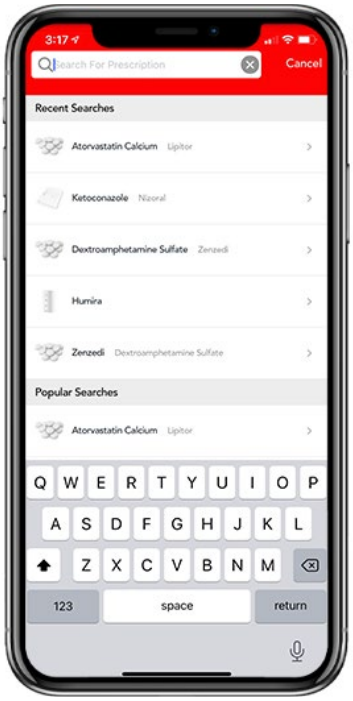
STEP 1

On the HOME screen, type in the name of the drug in the search box at the top of the screen or tap FIND THE BEST PRICE FOR YOUR RX.



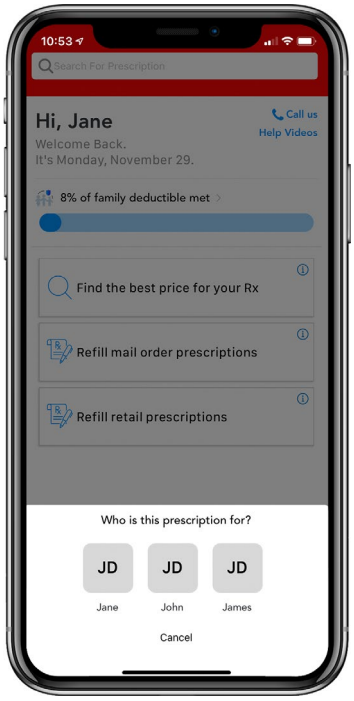
STEP 2

A list will populate. Tap on the name of your medication.



STEP 3

Tap the name of the person the prescription is for.



STEP 4

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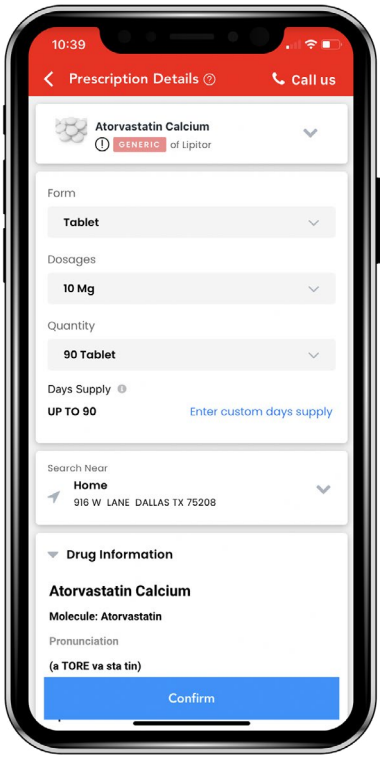
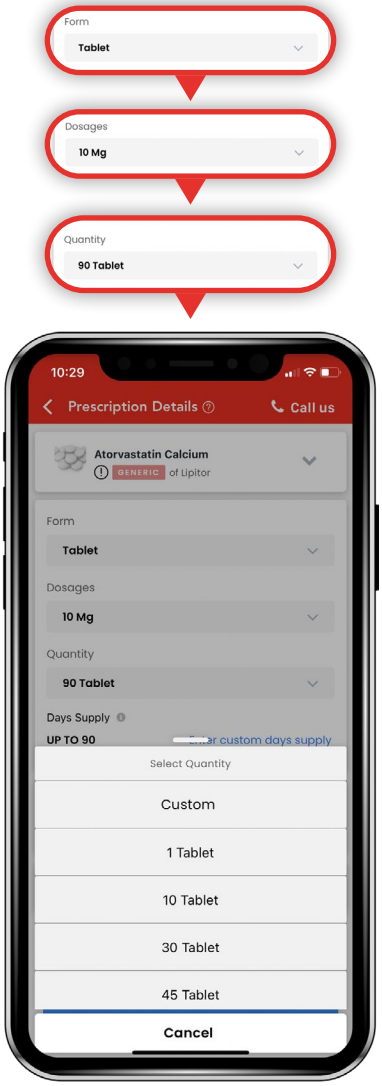


You can find detailed information about the drug by scrolling down.

STEP 5

Enter the prescription details exactly as they were written by your doctor. Select the correct FORM, DOSAGE, and QUANTITY. The app will automatically calculate the DAYS SUPPLY; however, if the one displayed is different than your prescription, please enter a custom DAYS SUPPLY. Then select the location that you want the app to use for the pharmacy search. Tap CONFIRM.



Note: Please be sure to enter your prescription details accurately when you search for your medication. It's important to follow the prescription you've received precisely as drug prices may vary based on your dosage, form, and quantity details.

STEP 6

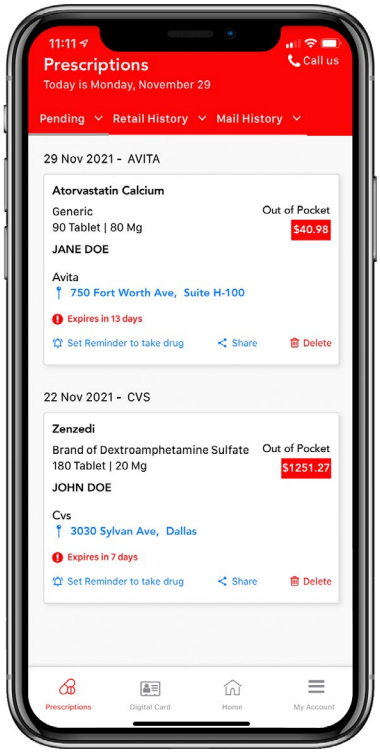
- The prescription is then added to your basket. Tap ADD PRESCRIPTION to add another prescription to your basket or if you are finished, tap SEARCH PHARMACIES to view prices at nearby pharmacies.
- You'll see a list of pharmacies with your mail order pharmacy appearing first on the list. Choose your mail order pharmacy, and tap CONTINUE.
- If you haven't entered your allergies or health conditions in the app previously, you will be prompted to do so. If you have allergies or health conditions that do not appear in the prepopulated list, manually enter them at the bottom of the screen. When you are done, tap CONTINUE to confirm your entries.
- If not already listed, enter your prescriber's name in the search bar. Once you have found your prescriber, tap the box next to their name. If not found, tap MY DOCTOR IS NOT ON THE LIST to enter their information manually. CONFIRM AND CONTINUE.
- Review your contact information, including shipping address, phone number, and email address. If you need to make any edits, simply tap the field you wish to change. Once your information is correct, tap CONFIRM to complete your INTENT.
- When you see the THANK YOU screen it means that you now have completed an INTENT that will be saved as a PENDING ACTION on the PRESCRIPTIONS page for up to 14 days.

STEP 7

- **IMPORTANT:** Ask your doctor's office to send your prescription to your mail order pharmacy.

IMPORTANT:

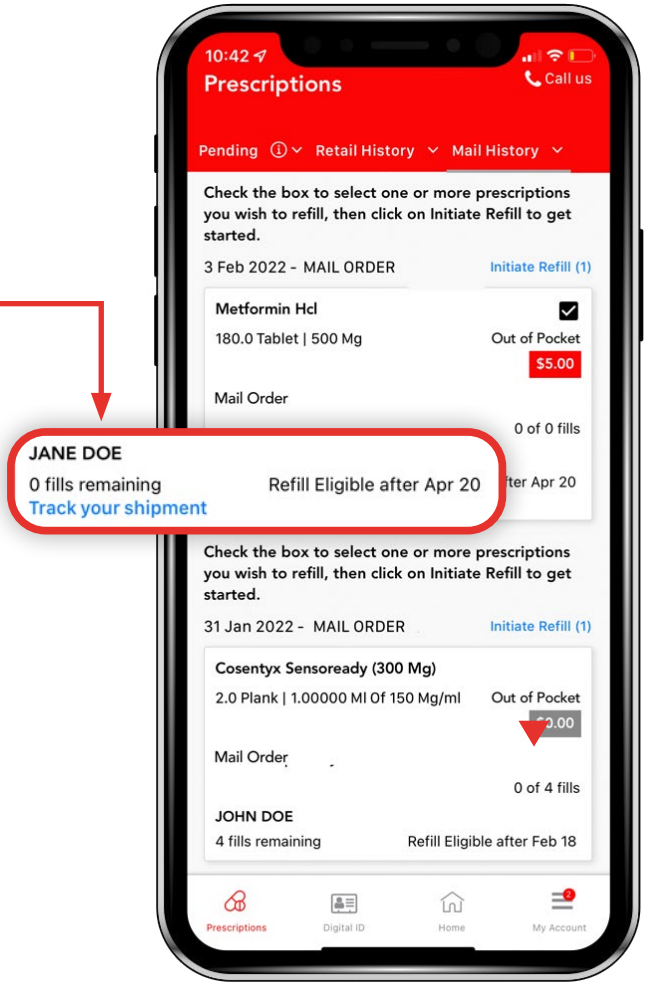
An INTENT is **not** a prescription. A prescription can only be created by a licensed medical professional. Your prescriber must send your prescription to the pharmacy you designated in your INTENT. Flipt will then apply any associated credits or pricing to the cost of your medication. An INTENT will show as PENDING on your PRESCRIPTIONS page until it's filled, deleted, or expires. PENDING until it's filled, deleted, or expired.

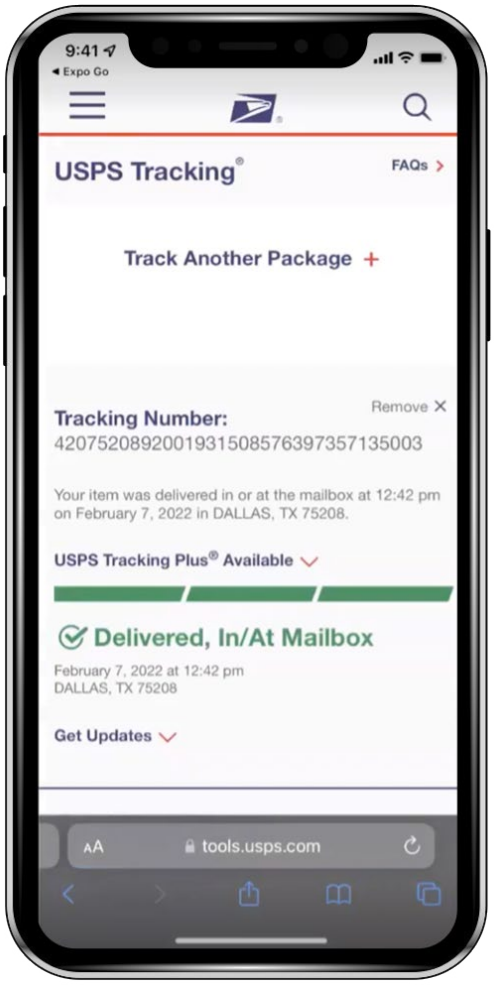


Track Your Mail Order Prescription

It typically takes 7–10 days after your prescription and payment information have been received by the mail order pharmacy for your medicine to arrive. Here's how to check for status updates:

- On the HOME screen, tap PRESCRIPTIONS.
- Tap MAIL HISTORY.
- You'll see TRACK YOUR SHIPMENT at the bottom left side of the prescription information. Tap on that and you'll get an update that shows if your prescription is on the way or has been delivered.

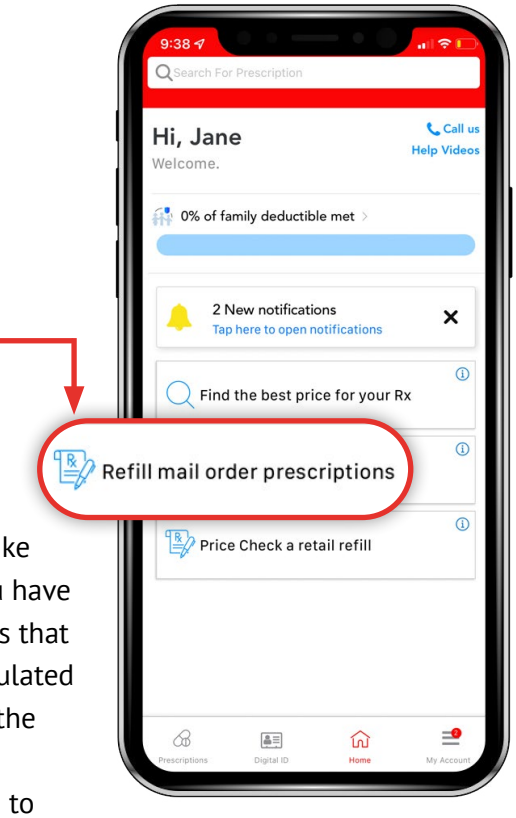


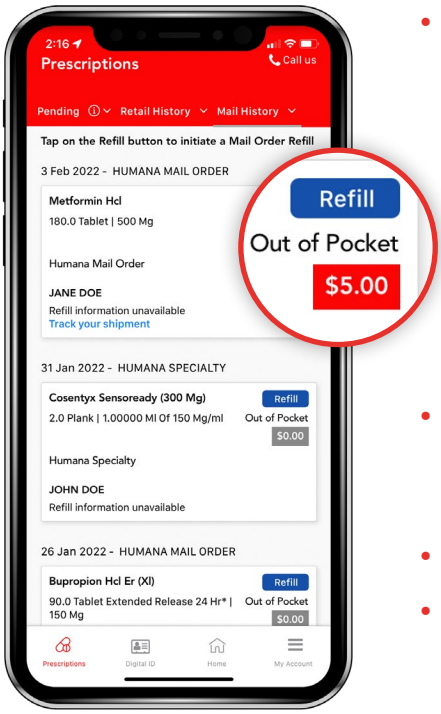


Refill a Prescription at a Mail Order Pharmacy

Refilling a prescription at your mail order pharmacy is easy. You can use your mail order prescription history saved within the app to refill your medication.

- On the HOME screen, tap PRESCRIPTIONS or REFILL MAIL ORDER PRESCRIPTIONS.
- Tap MAIL HISTORY.
- Tap on the REFILL button.





- Review your allergy and health conditions. Please make any necessary updates. If you have allergies or health conditions that do not appear in the prepopulated list, manually enter them at the bottom of the screen. When you are done, tap CONTINUE to confirm your entries.
- Review your contact information, including shipping address, phone number, and email address. If you need to make any edits, simply tap the field you wish to change.
- Review and update your prescriber's information, if needed.
- Tap CONFIRM. You can check your order status by tapping MAIL HISTORY on the PRESCRIPTIONS screen.

Found a better price at a dierent pharmacy? Transerring your prescription is simpe.

If you are creating an INTENT for a refill and indicate that you want to use a different pharmacy than the one that you used previously, the app will show a Switch Pharmacy Alert. Simply tap CONFIRM to notify the Concierge to initiate a transfer.

If you do not create an INTENT, you can simply call the new pharmacy you have chosen and ask them to contact your current pharmacy to transfer your prescription. The Flipt Concierge will also be happy to do it for you. Email **WeCare@fliptrx.com** or call at **1-833-FliptRx (354-7879)**.

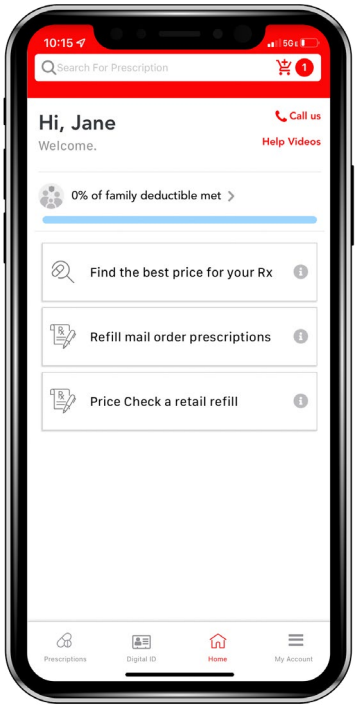
IF THINGS HAVE CHANGED: If your doctor has changed any details of your prescription since you last filled it, you must create a new INTENT, starting from the HOME screen.

Price Check Your Prescription

Once you have all your prescription details from your doctor, you can price check your prescription at nearby pharmacies and at mail order using the Flipt app or website. (Note: A price check is **not** an INTENT and does not lock in the drug pricing shown.) Here's how to do that:

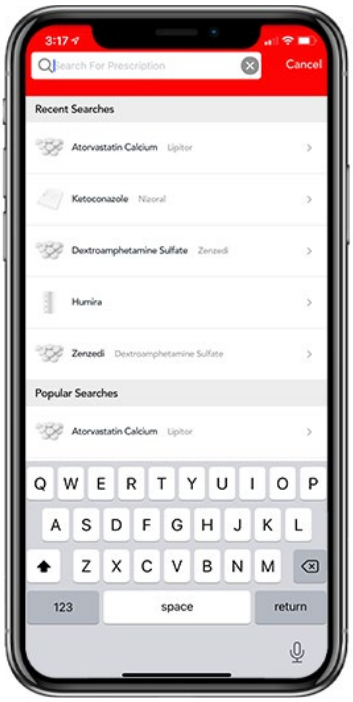
STEP 1

On the HOME screen, type in the name of the drug in the SEARCH box at the top of the screen or tap FIND THE BEST PRICE FOR YOUR RX.



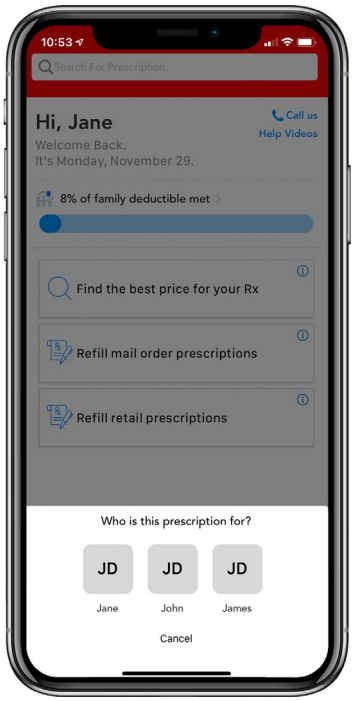
STEP 2

A list will populate. Tap on the name of your medication.



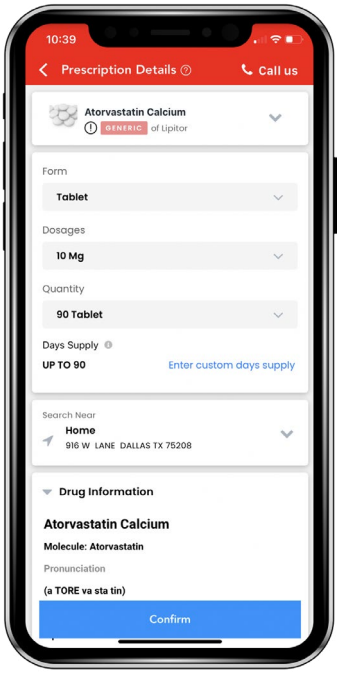
STEP 3

Confirm who the prescription is for.



STEP 4

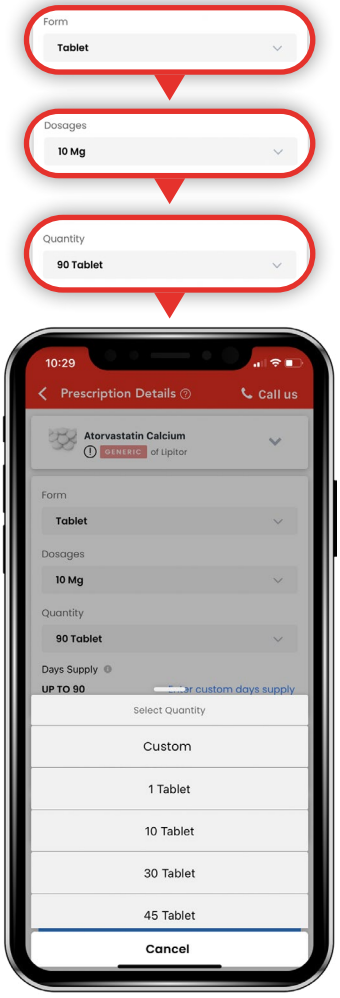
The app will show you the results of your drug search. If there is a generic version of the medication, the app will default to the generic. Ask your doctor if the generic is an acceptable substitute. If not, choose the branded version.



You can find detailed information about the drug by scrolling down.

STEP 5

Enter the prescription details exactly as they were written by your doctor. Select the correct FORM, DOSAGE, and QUANTITY. The app will automatically calculate the DAYS SUPPLY; however, if the one displayed is different than your prescription, please enter a custom DAYS SUPPLY. Then select the location that you want the app to use for the pharmacy search. Tap CONFIRM.



STEP 6

- The prescription is then added to your basket. Tap ADD PRESCRIPTION to add another prescription to your basket or if you are finished, tap SEARCH PHARMACIES to view prices at nearby pharmacies.
- The app will show a list of pharmacies, and you will see three tabs at the top of your screen: Best Value, Favorite, and Closest. These are filters that allow you to sort the results based on these three categories. When you click Best Value, your list will be sorted by price. When you click Closest, your pharmacy list will be sorted by distance. When you sort by Favorite, any pharmacies that you have favorited in the past will appear at the top, and they will be followed by the remainder of the list sorted by price.

Please be sure to enter your prescription details accurately when you search for your medication. It's important to follow the prescription you've received precisely as drug prices may change based on your dosage, form, and quantity details.

How to Troubleshoot Some Common Issues

PROBLEM:
You've received a text message stating, "Incorrect last name, birth date, zip code or SSN."

ACTION:
At times, the information provided to Flipt by your health insurer may be incorrect or out of date. Please contact the Flipt Concierge to help you activate your account and begin the process of updating any incorrect information.

PROBLEM:
The system will not accept your password.

ACTION:
Confirm that your password is valid. It must be at least 8 characters long, containing at least one upper and lowercase letter, one number, and any of these special characters: !@#$%^&.*

PROBLEM:
The app will not launch.

ACTION:
Ensure that your operating system (iOS or Android) is up to date and that you have downloaded the most recent version of the app. Contact the Flipt Concierge if you need help downloading the app.

PROBLEM:
You have forgotten your password or your password is not working.

ACTION:
Tap on "Forgot Password" on the home screen and follow the instructions to reset your password.

PROBLEM:
Your prescription history is not accurate.

ACTION:
If your prescription history is not accurate or a previously used pharmacy is not listed, please contact the Flipt Concierge for assistance.

PROBLEM:
Your prescription shows no refills remaining, even though you do have remaining refills.

ACTION:
Your pharmacy may not have updated this information when they submitted a claim to Flipt. Please contact the Flipt Concierge for assistance.

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