

**Everything You Need
to Know About
How to Use the Flipt App**



Quick Start Guide (For Employees)

1. Download and register your **Flipt App**. On the home screen, select “**Create your account,**” and enter your **work email**, your **birthdate**, and your **temporary password (five-digit home zip code, plus the last four digits of your social security number with no spaces in between)**.
2. **Search for the medication** that your doctor has prescribed or choose a **drug from your filled prescription history** (if you are refilling).
3. **Select the details for your medication** (or reuse the details from a drug you previously filled), based upon what your doctor has prescribed.
4. **Explore Drug Alternatives**—for possible lower-cost medications to discuss with your doctor.
5. **Search pharmacies and mail order options**, and choose where you’d like to fill your prescription(s), based on cost, rewards, or convenience.
6. **Let your doctor know which pharmacy you’ve chosen**, and they’ll write or send your prescription, just as they normally do.
7. In the app, confirm your **payment method and pharmacy selection**.
8. Your **eRx card** is generated! Go to the pharmacy and show your pharmacist the eRx screen so that they can fill your prescription. ***Note that you must generate a new eRx card every time you fill a prescription, even when refilling. You cannot reuse an eRx card.***

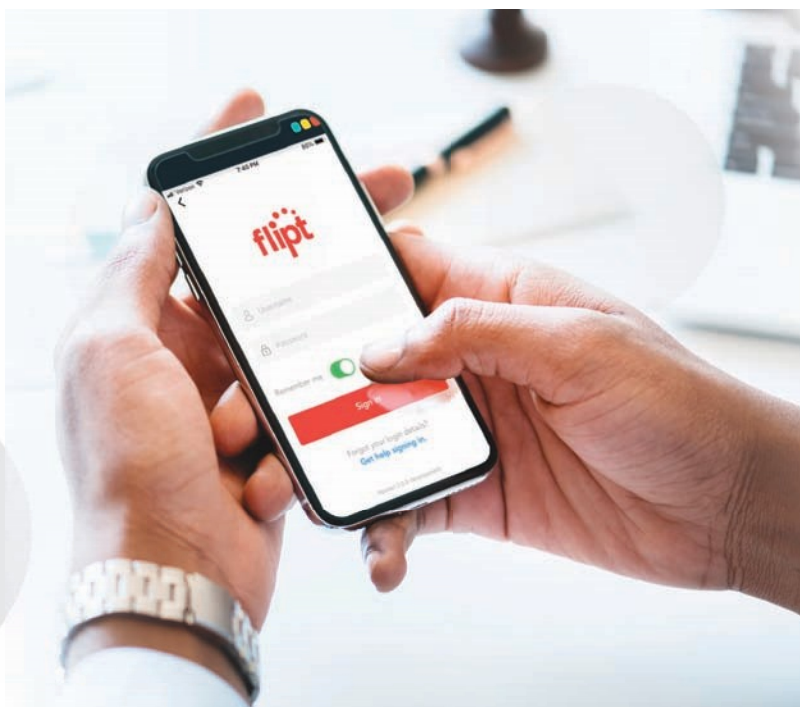


Table of Contents

Quick Start Guide for Employees	2	Generate and Access Your eRx Card(s)	15
Download the Flipt App.....	4	Explain Flipt to a Pharmacist	17
How Does Flipt Work?	5	Discuss Drug Interaction Warnings.....	17
Create Your Account for the First Time (Employees)	6	Refill Prescriptions and View/Cancel Pending Prescriptions and View Filled Prescriptions.....	18
Create Your Account for the First Time (Dependents)	7	Transfer a Prescription.....	19
Sign Into an Existing Account/Reset Password.....	8	Track Flipt Rewards	20
Getting Started on the Home Screen	9	Redeem Flipt Rewards	21
<i>Enter a Prescription</i>		Manage Your Account and Settings.....	22
<i>Choose Member</i>		Update Your Personal Profile.....	22
<i>Explore Your Drug Alternatives</i>		Activate Dependent Accounts.....	23
<i>Explore Your Pharmacy Options</i>		View Insurance and Deductible Info.....	24
<i>Complete Your Refill</i>		Add/Edit Saved Search Locations	24
<i>Activate Your Dependents</i>		Manage Your Settings	25
Enter a Prescription: Choose Member	10	<i>View the Flipt Privacy Policy and Terms and Conditions</i>	
Enter a Prescription: Select Brand/Generic or Alternative.....	10	<i>Enable touch ID</i>	
Enter a Prescription: Choose Form, Dosage, and Quantity	11	<i>Change the language for your app</i>	
Explore Your Drug Alternatives.....	12	<i>Select the default options for payment method and Flipt Rewards redemption</i>	
View Your Basket.....	12	<i>Log out of the app</i>	
Search and Choose Pharmacy.....	13	Change Your Password	25
Pick Favorite Pharmacies	14	Contact Flipt Concierge for Help or Provide Feedback	26
Select Mail Order Delivery	15		
Choose Payment Method and Confirm Pharmacy	15		

Download the Flipt App



To download the Flipt App, search for “Flipt” on the App Store or on Google Play.



Google Play and the Google Play logo are trademarks of Google LLC.



Apple, the Apple logo, iPhone, and iPod touch are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc., registered in the U.S. and other countries.

How Does Flipt Work?

For as revolutionary an idea as Flipt is, it's easy to use because much of how you fill a prescription today stays the same. The main difference is that Flipt gives you a whole lot more information about your prescriptions, so you can make more informed choices.

- **Enter the details of your prescription** into Flipt on your mobile phone or web portal.
- **Explore your drug alternatives** -Select this option while you are at your physician's office to find out if there are lower-cost medications that your doctor originally prescribed.
- **Discuss these alternatives with your doctor** and if appropriate, select the alternative medication.
- **Search for your selected medication among pharmacies** in your area and see all the drug options available to you.
- **Compare the cost for your prescribed drug** among pharmacies in your area and mail order, if applicable.
- **Select a pharmacy (or mail order)** based on cost, rewards, or convenience.
- **Let your doctor know which pharmacy you've chosen**, and they'll write or send in your prescription, just as they do today. Super easy!

The Flipt App will then generate an eRx card that contains the unique identification numbers associated with your account and your prescription. Just show the eRx screen to your pharmacist, and your prescription is filled!



Create Your Account for the First Time (Employees)

The initial screens of the Flipt app will prompt you to register a new account or sign into your existing account.

To register your Flipt account for the first time:

- Select **“Create your account.”**
- Enter **your work email address.**
- Enter **your birthdate.**
- Enter your **temporary password**, which is your five-digit home zip code, plus the last four digits of your social security number (no spaces in between).
- **Read and accept** Terms of Use.
- **Change your password.**
- **Change or update your email and phone number** and validate your phone number for future communication via text.
- You will receive a welcome email with an activation link to activate your account.

Activate your Account
Please enter your email, your date of birth, and the temporary password you received by email

janesmith@fliptx.com

.....

01/01/1970

Next

Terms of Use
FLIPT TERMS OF SERVICE AND PRIVACY POLICY

FLIPT TERMS OF SERVICE AND PRIVACY POLICY

1. Introduction
Welcome to the Flipt mobile application.

The services offered on our Flipt mobile application (the "App") are owned and operated by Flipt, Inc. ("Flipt", "we", "us", "our", or the "Company"). Please read these Terms of Service and Privacy Policy (this "Agreement") carefully, as you are agreeing to be bound by both documents by using our Service.

By tapping "Accept," I confirm that I have read the content and I agree to the Terms and Conditions stated here.

Accept Decline

Create a new password
Please enter a new password. It must be a combination of at least 8 upper and lower alphanumeric characters

Create a secure password

Welcome123

Confirm password

Show password

Finish registration

Create a new password
Please enter a new password. It must be a combination of at least 8 upper and lower alphanumeric characters

Welcome123

Welcome123

Show password

Finish registration

Update Information
Change or update your email and phone number.

Change or update your personal information so we have the most up to date info.

Personal phone

Continue

Create Your Account for the First Time (Dependents)

The policyholder for your account must first activate dependents in their Settings (see page 22). After your account is activated:

- Select **“Create your account.”**
- Enter **email address** (the one that your policyholder supplied when activating your account).
- Enter **your birthdate**.
- Enter your **temporary password**, which is the policyholder’s five-digit home zip code, plus the last four digits of the primary account holder’s social security number (no spaces in between).
- **Read and accept Terms of Use.**
- **Change your password.**
- **Change or update your email and phone number** and validate your phone number for future communication via text.
- You will receive a welcome email with an activation link to activate your account.

Activate your Account
Please enter your email, your date of birth, and the temporary password you received by email

janesmith@fliptrx.com

.....

01/01/1970

Next

Terms of Use
FLIPT TERMS OF SERVICE AND PRIVACY POLICY

FLIPT TERMS OF SERVICE AND PRIVACY POLICY

1. Introduction

Welcome to the Flipt mobile application.

The services offered on our Flipt mobile application (the "App") are owned and operated by Flipt, Inc. ("Flipt", "we", "us", "our", or the "Company"). Please read these Terms of Service and Privacy Policy (this "Agreement") carefully, as you are agreeing to be bound by both documents by using our Service.

By tapping "Accept," I confirm that I have read the content and I agree to the Terms and Conditions stated here.

Accept Decline

Create a new password
Please enter a new password. It must be a combination of at least 8 upper and lower alphanumeric characters

Create a secure password

Confirm password

Show password

Finish registration

Create a new password
Please enter a new password. It must be a combination of at least 8 upper and lower alphanumeric characters

Welcome123

Welcome123

Show password

Finish registration

Update Information
Change or update your email and phone number.

Change or update your personal information so we have the most up to date info.

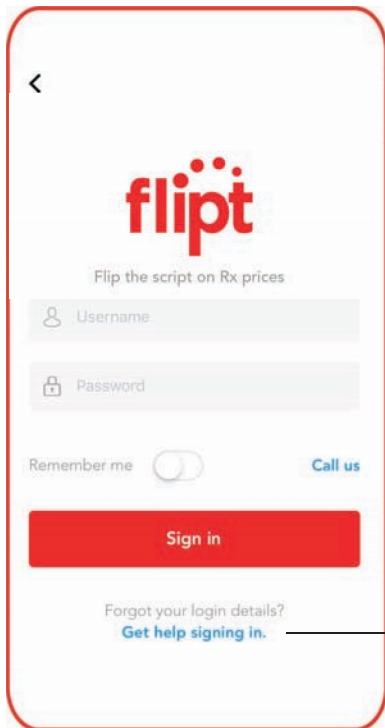
Personal phone

Continue

q w e r t y u i o p
a s d f g h j k l
z x c v b n m
123 space return

Sign Into an Existing Account/Reset Password

After you've successfully registered your Flipt account for the first time, your subsequent uses of the app will only require you to sign in with your **username (email address)** and **password**.

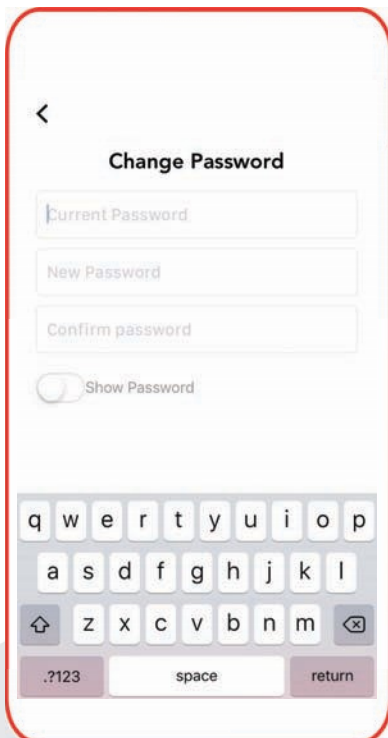


For employees, the username will always be your work email address.

For dependents, your username will be the email address that the policyholder provided for you.

There is also the option to **set up Touch ID** to sign into your app more quickly. To enable this feature, select "Account" within the app menu, and then "Settings" (see page 25 for more info).

If you've forgotten your password, click on "**Get help signing in**" on the home screen.

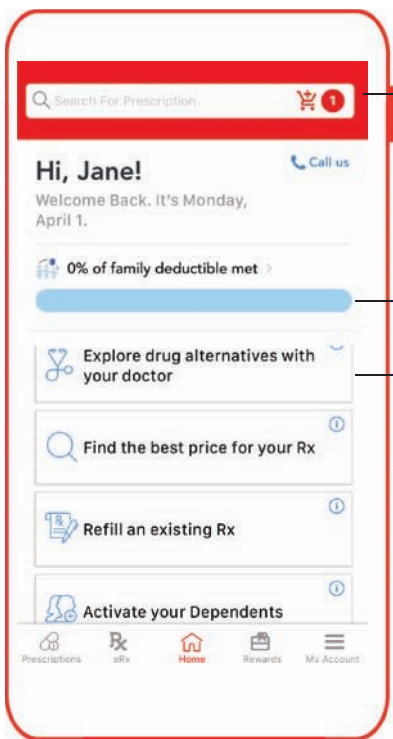


Reset Password

Once you click on "**Get help signing in**," we will then send a password recovery link to the email that you use to log into your account.

Getting Started on the Home Screen

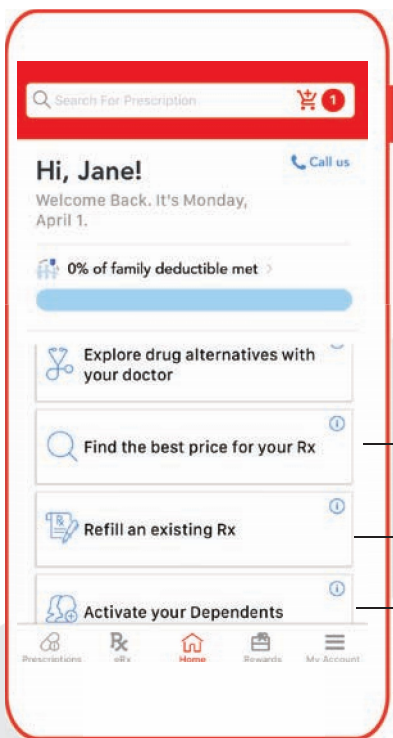
The home screen on the app offers you several options that quickly and conveniently address your specific needs. You can choose one of the shortcuts below to get exactly what you need even faster.



In the box at the top of the screen, you may **search for a medication** that your doctor has prescribed. As you type the name of your medication in this search field, you will see a list of results that match your entry. Here you can also access your shopping basket to see which medications you have already added.

Get a quick glimpse of how far along you are in meeting your **insurance plan deductible**.

Explore Your Drug Alternatives with Your Doctor: Select this option while you are in your doctor's office to find out if there are lower-cost medications that are similar to the one your doctor would like to prescribe. Simply enter a few important details about your drug, and Flipt will quickly show you alternatives to discuss while you're with your physician. That way, before you walk out the door, you can be sure your doctor sends the pharmacy a prescription that best meets all your needs (see page 12 for more details).

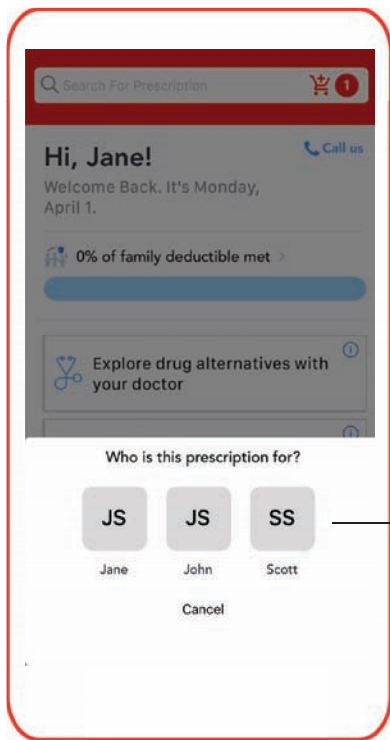


Find the Best Price for Your Rx: Already decided on a medication with your doctor? Choose this option to enter your prescription details and more quickly get to the cost comparison among pharmacies and mail order. As always, Flipt shows you pharmacy choices based on three categories that conveniently sort out what matters most to you: **Best Value, Favorite, and Closest**. *Note that if you choose this option from the home screen, Flipt will show you one lower-cost medication, if available, for your drug, but to see the full offering of drug alternatives, you must select "Explore Your Drug Alternatives" from the home screen.*

Refill an Existing Prescription: Flipt makes it easy for you to stay on course with your maintenance drugs. View your medications that are eligible to be refilled and create a new eRx in a few simple steps (see page 18 for more details).

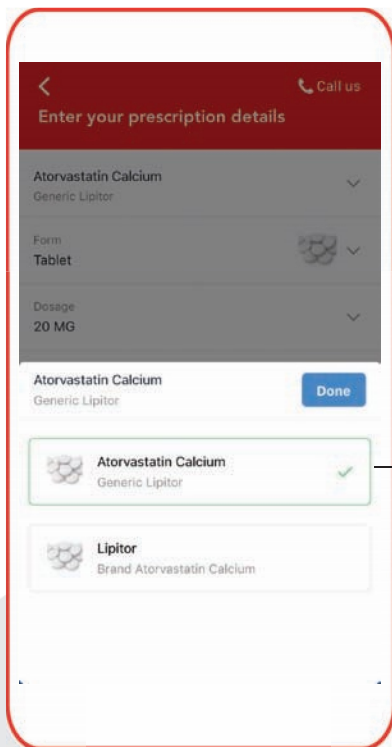
Activate Your Dependents: From the home screen, employees can quickly take the first step to enable spouses and adult children to use the Flipt App (see page 23 for more details).

Enter a Prescription: Choose Member



Once you have searched for and selected the appropriate medication, **choose for whom it is prescribed**. It could be for you or for a dependent. The member you select here must match the person named on the prescription.

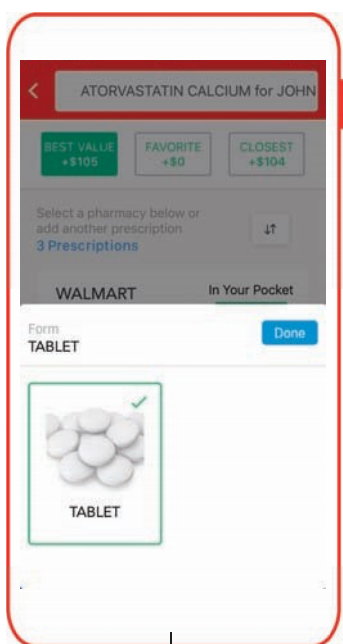
Enter a Prescription: Select Brand/Generic



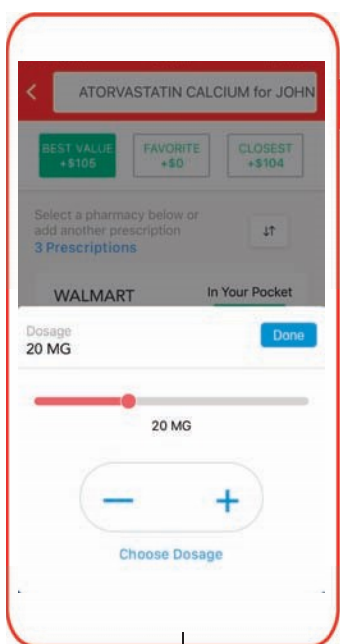
Based on the medication you searched, the app will **default to the generic version** when one is available. If your doctor has prescribed a brand version, you can use this information to discuss whether a generic is an acceptable substitution. However, if your doctor requires you to take the brand version, you may select that here.

Enter a Prescription: Choose Form, Dosage, and Quantity

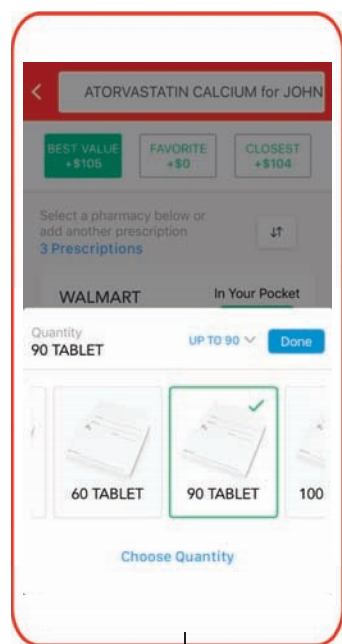
To ensure that your prescription is successfully processed, **it is important to make sure that the information on each of these screens matches that in your prescription.**



Form: If applicable, the app will show you various forms in which your medication is available, such as tablet, liquid gel, pill, etc. Check your prescription to see which form your doctor has prescribed.



Dosage: Select the dosage indicated on your prescription.

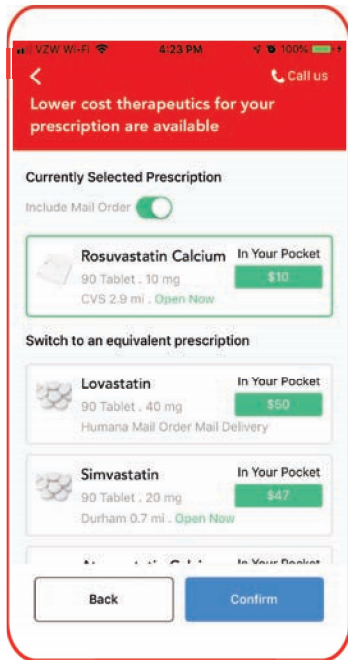


Quantity/Days' Supply: Select the total quantity/days' supply prescribed. The options here will vary based upon whether you have been prescribed oral, topical, liquid, or prepackaged medications. You may select among standard options or enter a custom quantity/days' supply, if your prescription requires.

Confirm your Prescription - Review the information you have entered for accuracy and confirm the details.

Explore Your Drug Alternatives

From the home screen, if you have chosen to “Explore Your Drug Alternatives,” Flipt will show you lower-cost medications, when available, that treat the same or similar health conditions. Ideally, you should discuss these options with your physician while you are in the doctor’s office, so that you can both decide upon a treatment plan that meets all your needs.



If you select an alternative medication, you will be prompted to enter the updated details for that medication. Your doctor should then send his or her prescription for the selected medication to the pharmacy of your choice.

View Your Basket



Your basket shows you the prescriptions(s) for which you have configured all the necessary details. At this point, you may add details for additional prescriptions, or you can move on to search pharmacies.

Search and Choose a Pharmacy

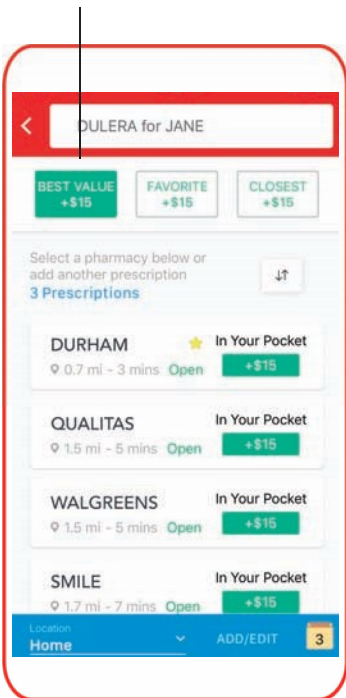
Once you've entered your prescription(s), select the criteria you'd like to use to search for pharmacies. You can filter pharmacies based on **distance, time, cost, and rewards**.

You may also change the **location** around which you are searching. For instance, you may want to search based on your home or work address.

To help you make the best decisions based on your needs, **the search results are grouped into three convenient categories: Best Value, Favorite, and Closest.** You may select any of these three categories to further filter your search results.

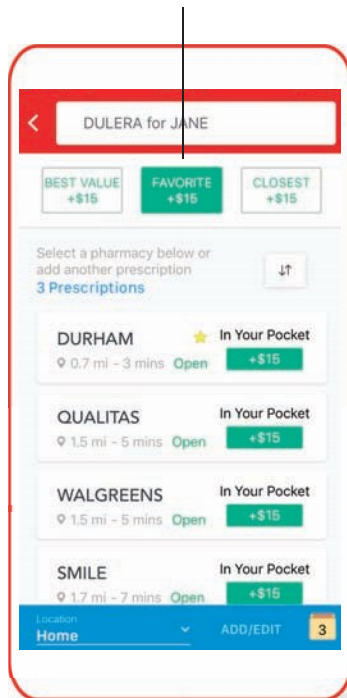
Best Value:

Opportunities for you to save the most money or earn the most rewards.



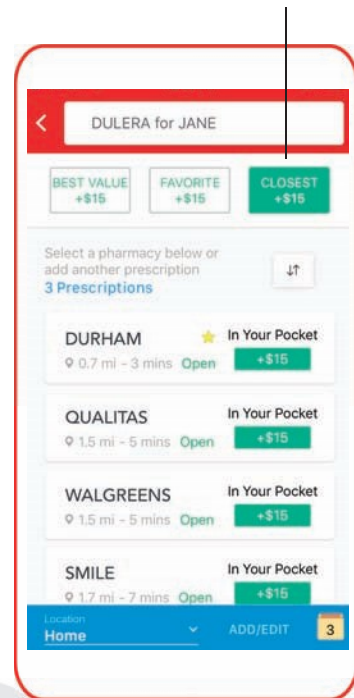
Favorite:

Options that you use most often or have indicated that you prefer.



Closest:

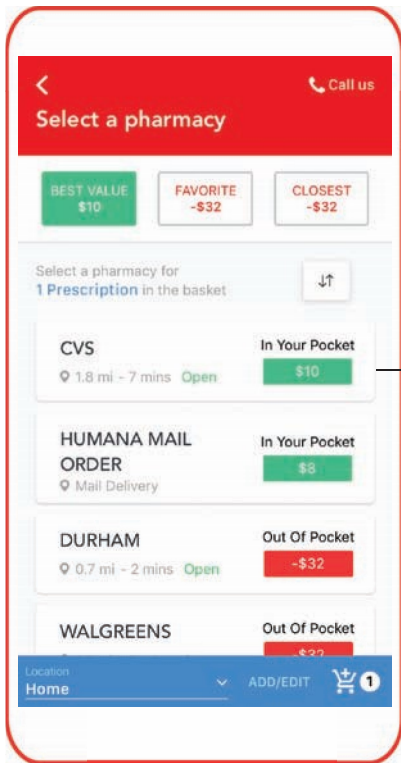
Places that are most convenient to your selected location.



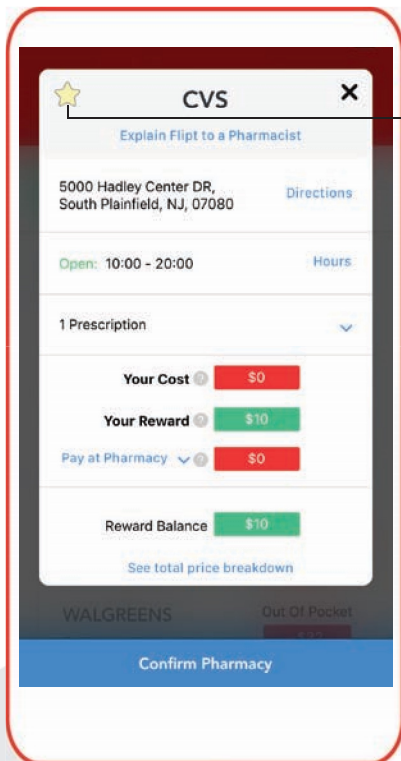
Among the search results, see which selections put money **“in your pocket”** and which generate **out-of-pocket costs** for you.

You will also see the **approximate distance of each pharmacy** from your selected location and which pharmacies are open for business at the time of your search. Once you have chosen the pharmacy at which you want to fill your prescription, you have the option to select another location of that pharmacy to fill your prescription if it is more convenient for you.

Pick Favorite Pharmacies

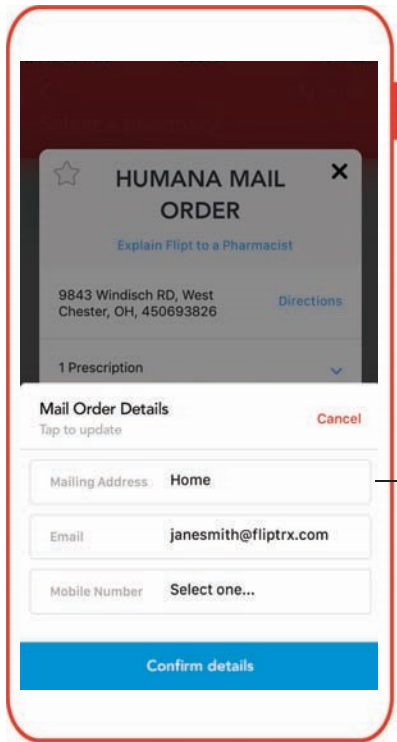


Once you click into the details of a pharmacy, you will see a star next to its name. If you'd like to designate this pharmacy as a "favorite," select the star so that it's highlighted yellow.



The pharmacy will then appear in your "Favorites" category every time you conduct a search, indicated by the yellow star in the upper left-hand corner. You may designate more than one pharmacy as a favorite.

Select Mail Order Delivery



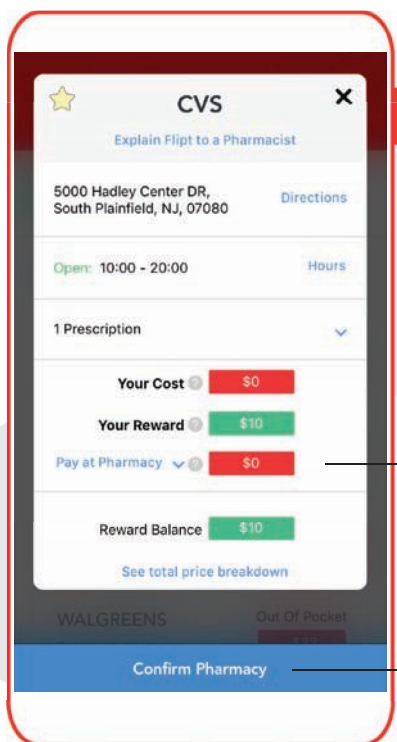
In addition to local pharmacies, the search results will show options for **Mail Order**, if available, for prescriptions with a **minimum 90-day supply**.

If you choose mail order delivery, you will be asked to confirm your mailing address and other details.

Choose Payment Method and Confirm Pharmacy

Rewards can save you on out of pocket cost

Any rewards will be automatically deducted from the amount you pay at the pharmacy. Plus, rewards will be applied to your co-pay eligible medications once you have met your deductible. Any remaining rewards will go towards your rewards balance.



After you have chosen a pharmacy, you will have the opportunity to review the details of your selections.

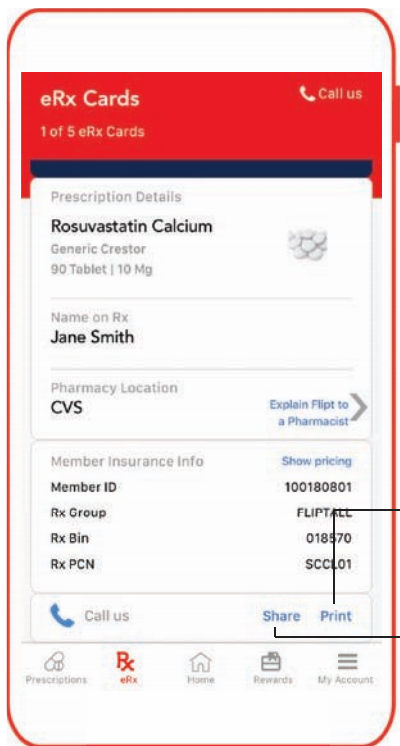
To choose your payment method, select the dropdown and pick either:

Pay at pharmacy: This means that you will pay at the pharmacy counter, using your Health Savings Account (HSA)/Flexible Spending Account (FSA) debit card, or any other accepted form of payment (cash, credit card, etc.)

Pay via payroll deduction: This selection automatically deducts the cost from your paycheck.

Once you have reviewed all details, click on **“Confirm pharmacy.”**

Generate and Access Your eRx Card(s)

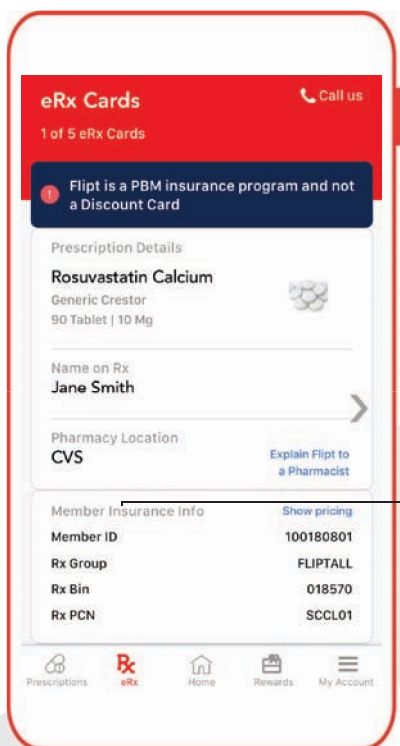


Upon confirming your pharmacy, the eRx card for your prescription is created. **This is what you show the pharmacist when you pick up your order at the pharmacy.** An eRx card is created for every prescription that you submit.

Your eRx cards are accessible from the menu at the bottom of your app. To view each card, swipe left on your screen.

While it is not necessary to print the eRx card, you may choose to do so by selecting “**Print**” at the bottom corner of the card.

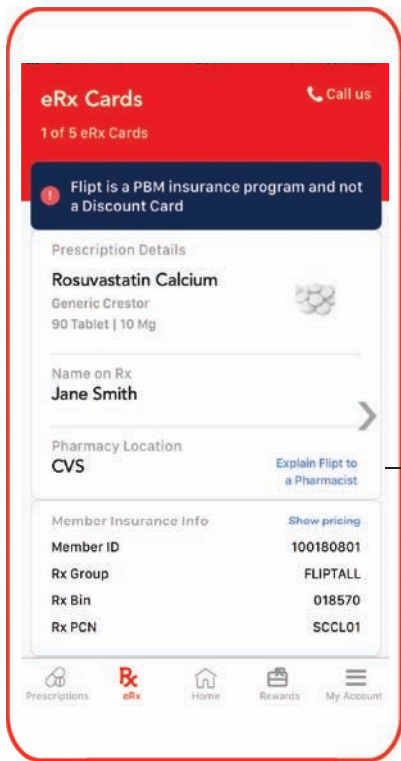
You may also select “**Share**” to allow your adult dependents who use Flipt to also see your eRx card(s). This is especially useful if your spouse or other dependent is picking up a prescription for you, as the pharmacist uses the details in the eRx card to fill your prescription.



Under “**Member Insurance Info**,” the eRx card contains the unique identification numbers that are associated with your account and your prescription. You may also view details about the cost of the medication.

Note that you must generate a new eRx card every time you fill a prescription, even when refilling. You cannot reuse an eRx card. Also, for all medications, your doctor must still send in a prescription to your selected pharmacy, as they normally do. So be sure to let your doctor know which pharmacy you have chosen to use.

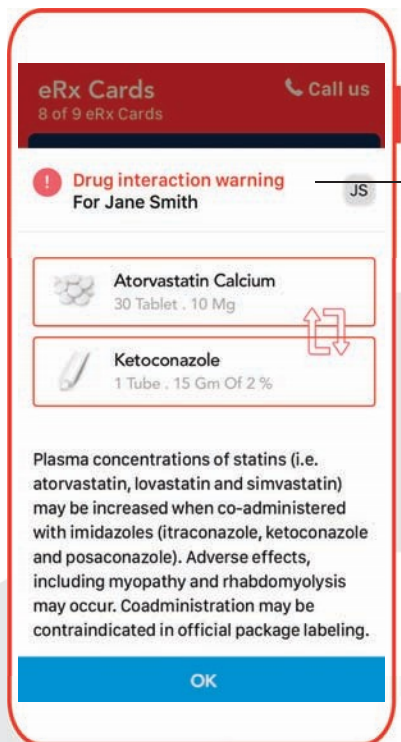
Explain Flipt to a Pharmacist



On every eRx card, there is a link to “**Explain Flipt to a pharmacist.**”

By selecting this, a screen will appear that provides a description of how Flipt works. If your pharmacist is unfamiliar with Flipt, you can show him or her this screen to explain how your prescription should be processed and filled.

Discuss Drug Interaction Warnings

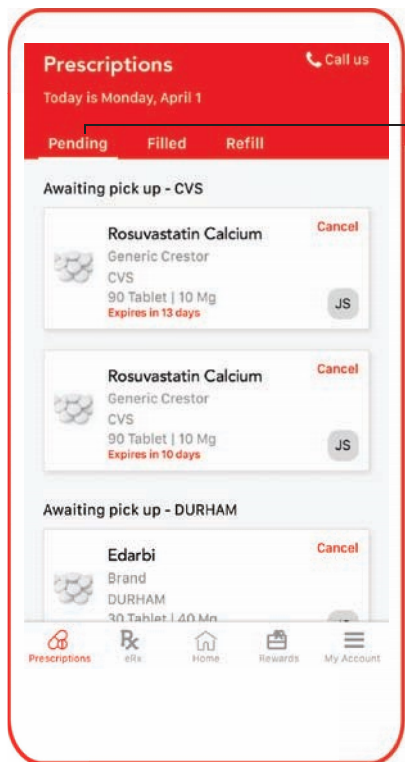


Flipt uses your prescription history in the app to bring to your attention possible drug interactions.

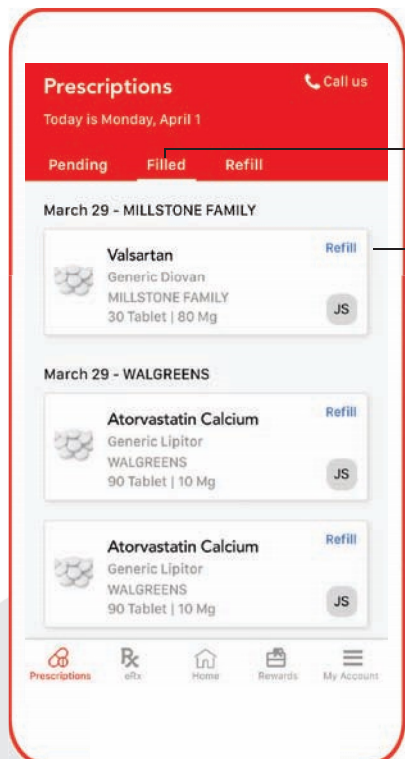
When you create an eRx for a medication that may conflict with another prescription in your recent history, your eRx will display a **Drug Interaction Warning** with details about the potential issue. In these cases, you should consult your pharmacist to discuss.

Refill Prescriptions and View/Cancel Pending Prescriptions

From the home screen, you can quickly jump to your previously filled prescriptions that are eligible to be refilled. You may select “Prescriptions” from the menu at the bottom of your app to see your pending and other filled prescriptions.



Pending prescriptions: After an eRx is generated for a prescription, your medication will show as “Pending” until you’ve picked it up from the pharmacy. You have seven days to pick up your medication before an eRx expires. While your prescription is still pending, you have the option to cancel it here, if needed.



Filled prescriptions: You can reuse the medication details in your “Filled” history to refill a prescription.

Select “Refill” next to the medication to search for pharmacies.

If your doctor has changed the details of your prescription since you last filled it, you can make modifications and save your new, updated prescription before searching pharmacies (see page 9 for more details).

Note that you must generate a new eRx card every time you fill a prescription, even when refilling. You cannot reuse an eRx card.

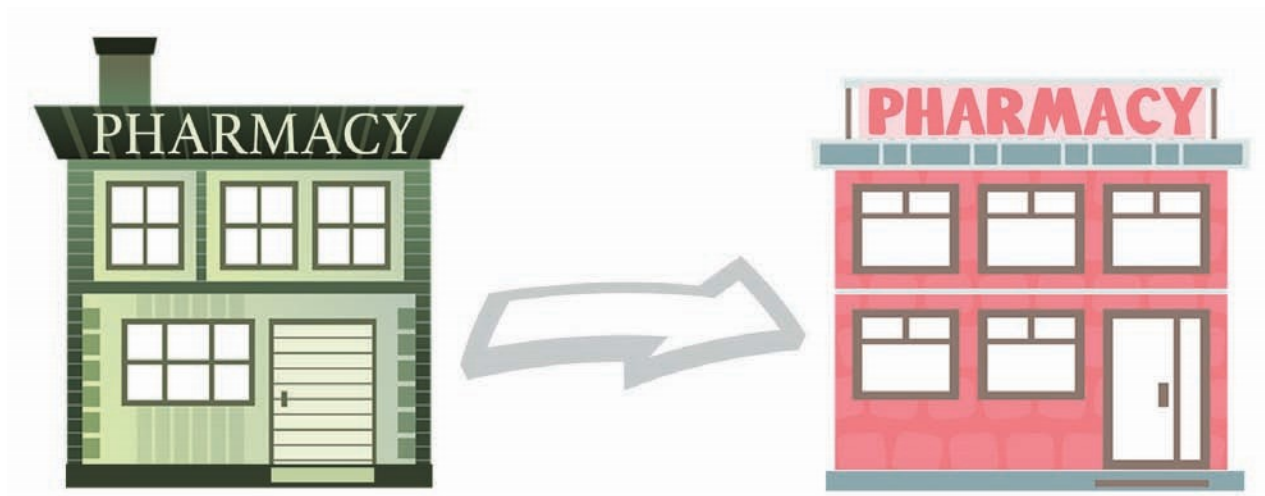
Transfer a Prescription

If you have an existing prescription already on file at a pharmacy or mail order service but would like to transfer it elsewhere, it's easy to do. Just call the new pharmacy you have chosen and ask them to contact your current pharmacy to transfer your prescriptions or mail order service.

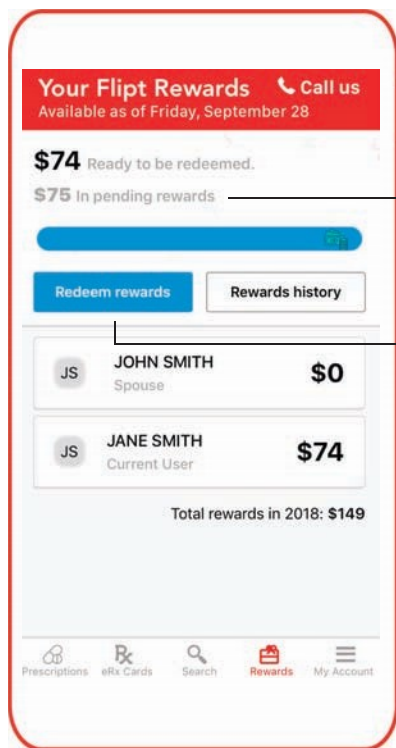
This may be the case if, by using Flipt, you find that you can purchase your medication at a better price or with greater rewards at another pharmacy than you've used in the past.

If you need assistance in transferring a prescription, Flipt Concierge is happy to help.

Email Flipt Concierge at wecare@fliptrx.com or call or text at **1-833-FLIPTRX (833-354-7879)**.



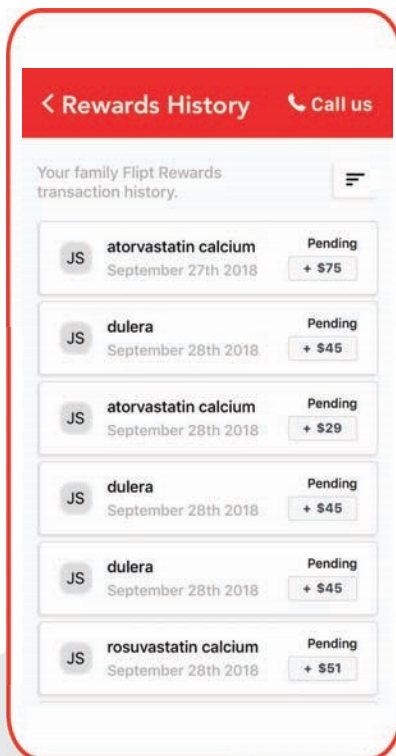
Track Flipt Rewards



Select **“Rewards”** in the menu to view the amount of rewards that you and your family members have accumulated through Flipt purchases.

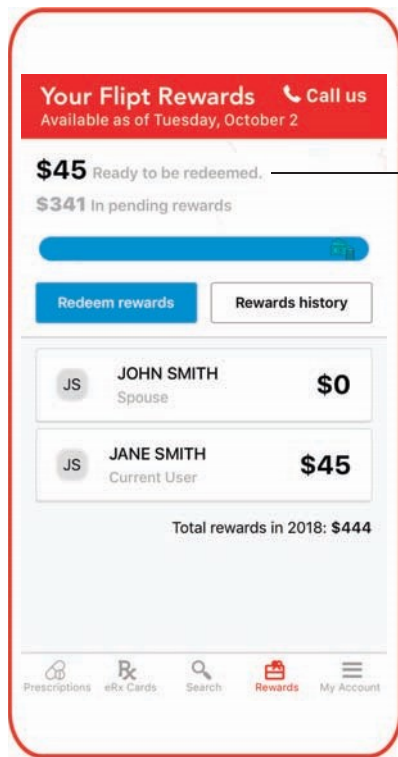
Rewards will show as **pending** until you’ve picked up your prescriptions from the pharmacy and your transactions are complete.

Once you’ve earned a minimum of \$25 in rewards, you may select **“Redeem Rewards”** to choose how you would like to receive your rewards.



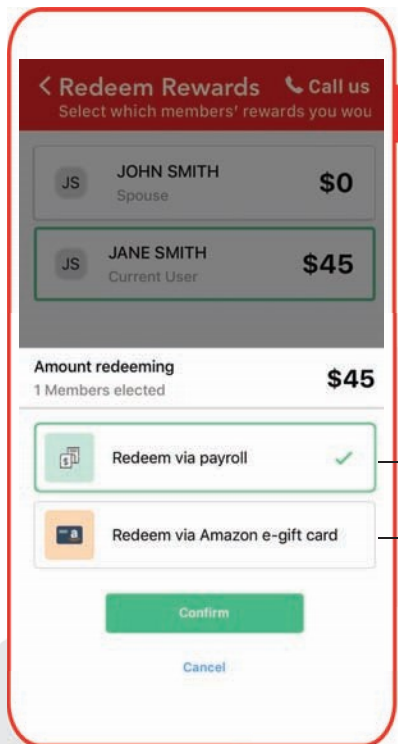
You may also select **“Rewards History”** to view rewards that are eligible to redeem, are pending, or have already been redeemed.

Redeem Flipt Rewards



On the “**Redeem Rewards**” screen, you may select which rewards (\$25 minimum) you would like to redeem.

Account policyholders can redeem rewards for everyone in the family, while **dependents** may redeem only their own rewards.

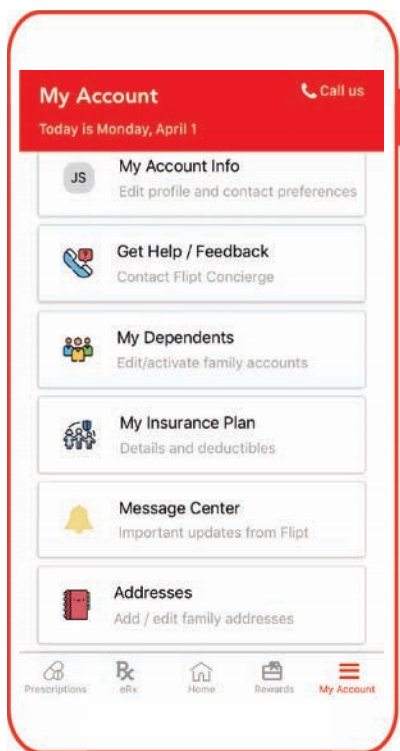


There are two ways to receive your rewards:

Payroll: The dollar amount of your rewards will be added to your paycheck or automatic deposit.

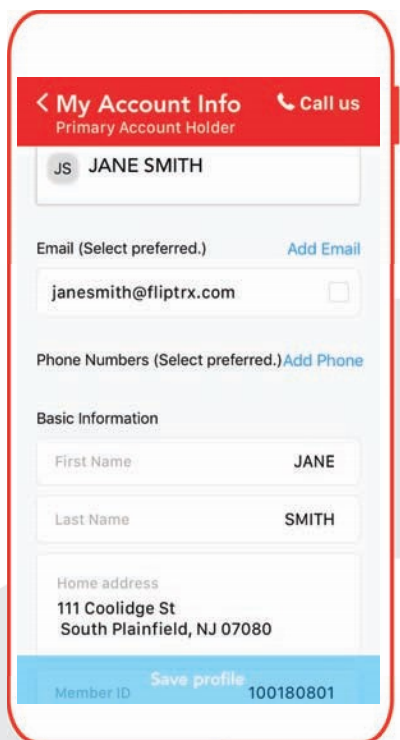
Amazon e-gift card: You will receive an electronic gift card by email.

Manage Your Account and Settings



In the “**My Account**” pages, we will detail the options you have to activate dependents’ accounts, view your deductible info, add or edit locations, get help, and more—all from the options on this screen, which are accessible under “**My Account**” in your menu.

Update Your Personal Profile (My Account → My Account Info)

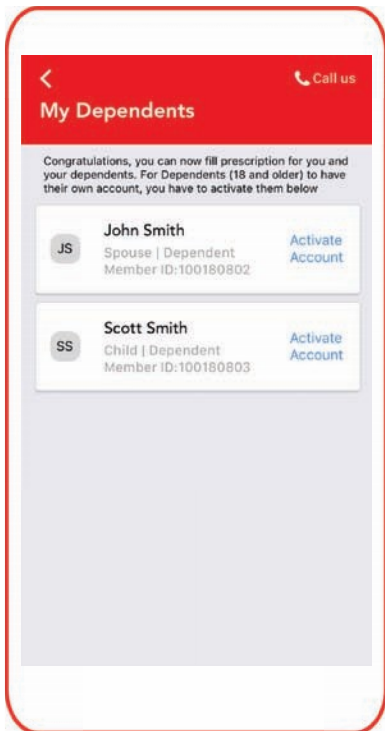


Under “**My Account Info**,” you can:

- add/edit a photo of yourself to be used in the app;
- customize your privacy settings. You can make your prescriptions private so that only you – and no one else on your policy – will be able to see your medication information.
- add/edit your preferred email address;
- add/edit your preferred phone number. You will be required to validate the phone number anytime you make a change.

The email address and phone number that you provide here will be used for communications that you receive from Flipt related to your account, app updates, and Flipt news.

Activate Dependent Accounts (My Account → My Dependents)

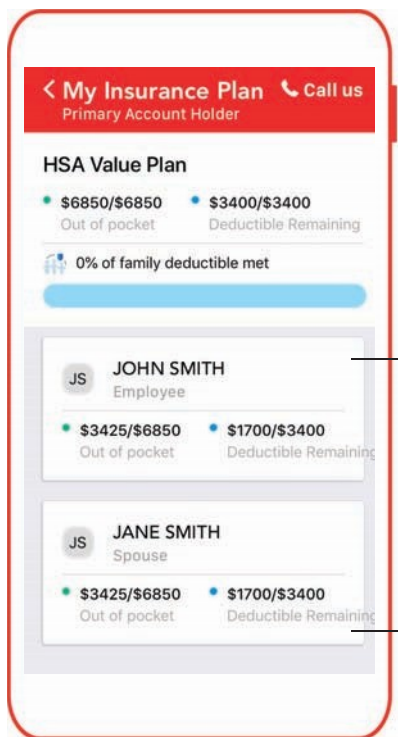


How to add dependents:

1. If you have a spouse and/or adult children over age 18 who are dependents on your plan, you first need to select “**Activate Account**” on this screen.
2. You will then be asked to **supply an email address** for that dependent.
3. Once you do this, your dependent will receive an email from Flipt with instructions (also on page 7) on how to **download and register the Flipt App**.

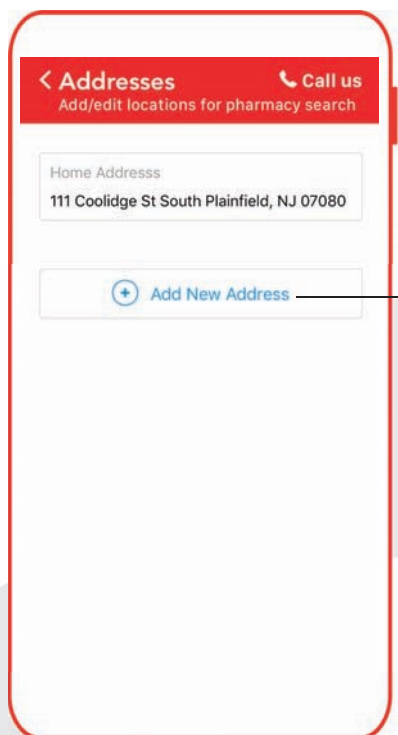
Please note that both you and your dependent must activate your dependent's account before he or she will be able to use the Flipt app.

View Insurance and Deductible Info (My Account → My Insurance Plan)



Get a quick glimpse of how far along you are in meeting your **healthcare plan deductible** and **out-of-pocket maximum**, for each individual on your plan and for your family as a whole.

Add/Edit Saved Search Locations (My Account → Addresses)

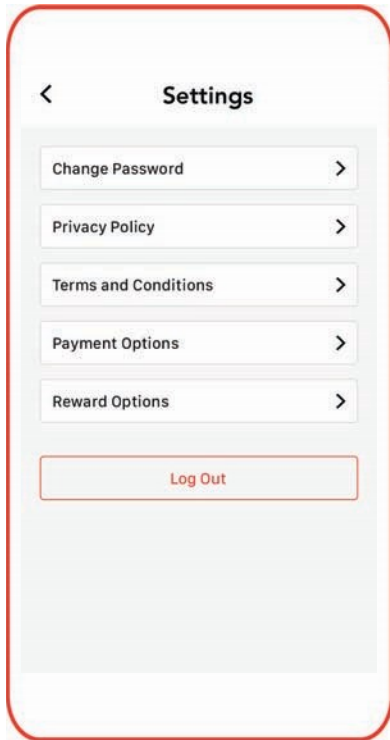


By default, **your home address** is used as the location around which Flipt searches for pharmacies.

However, you have the **option to delete** and **add other locations**.

For instance, you can **add your work address** or any **additional locations** that you want to easily reference. This enables you to **find savings** that are convenient to wherever you are, throughout the continental U.S.

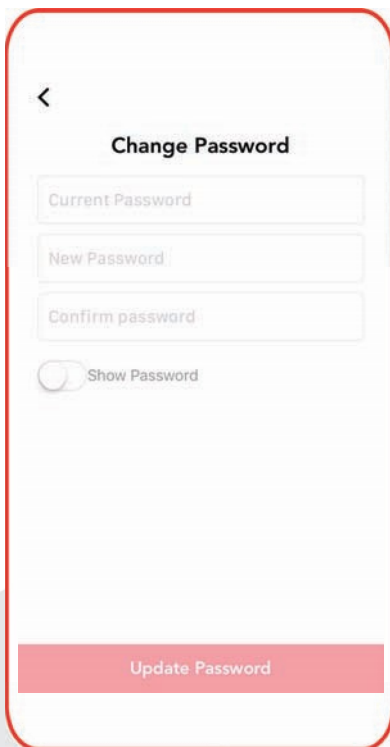
Manage Your Settings (My Account → Settings)



Within this section, you can choose to:

- change your **password**;
- view the FlIPT **Privacy Policy** and Terms and Conditions;
- enable **touch ID**;
- change the **language** for your app;
- select the default options for payment method and FlIPT **Rewards** redemption.
- provide **feedback** about FlIPT.
- **contact** the Concierge **Message Center**.
- **log out** of the app.

Change Your Password (My Account → Settings → Change Password)



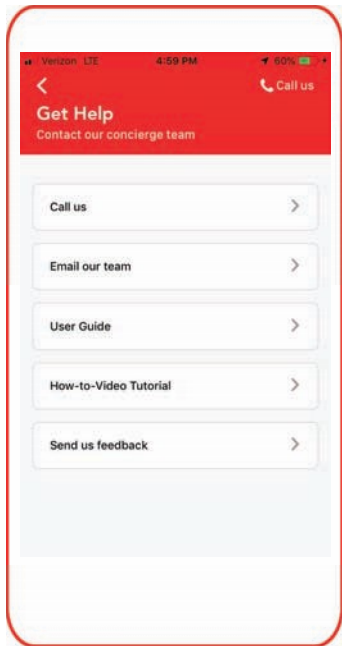
If you would like to **change your password** after you've registered your account, you may do so at any time.

If you've **forgotten your password** and cannot log into the app, **select "Get help signing in" on the initial sign-in screen** to reset your password. Once you do this, we will send a password recovery link to the email address that you use to log into your FlIPT account.

Contact Flipt Concierge for Help (My Account → Get Help)

Throughout the app, there are options to contact **Flipt Concierge** by phone, email, and text message.

If you have any questions about how to use the app or need help with your medications in general, use one of these methods to **contact Flipt Concierge** for assistance with all your prescription needs.



You may also explore an in-app version of this User Guide and how-to video tutorials to get even more info about how to use the Flipt App to meet all your prescription needs.

If there are ways that we can improve your interaction with Flipt, let us know by selecting to send us feedback. And if there are things you really like about Flipt, we'd love to know that, too!

Email **Flipt Concierge** at wecare@fliptrx.com or call or text at **1-833-FLIPTRX (833-354-7879)**.

