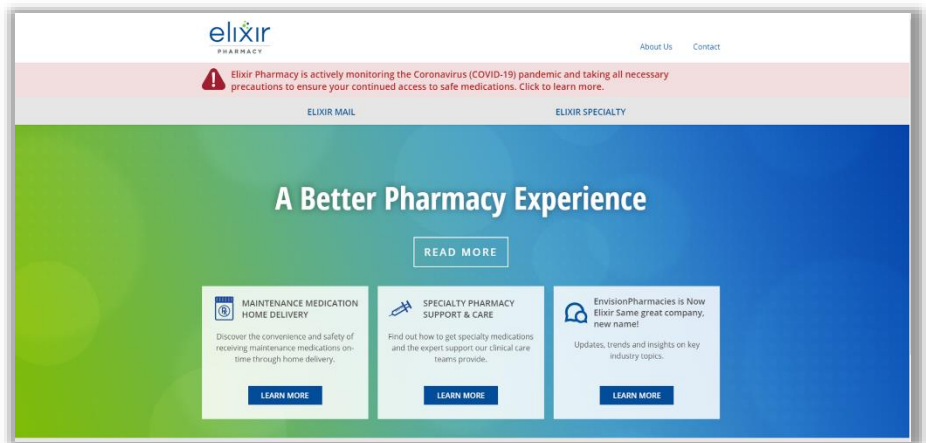


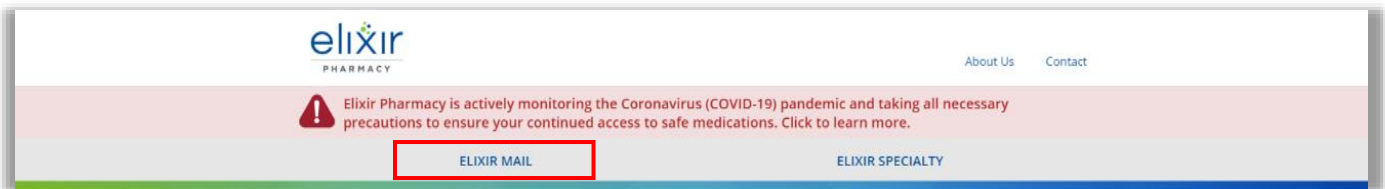
Web Portal Registration

Our web portal allows our members access to many conveniences such as checking their order status, ordering and refilling prescriptions, viewing their order history, managing dependents and online payments.

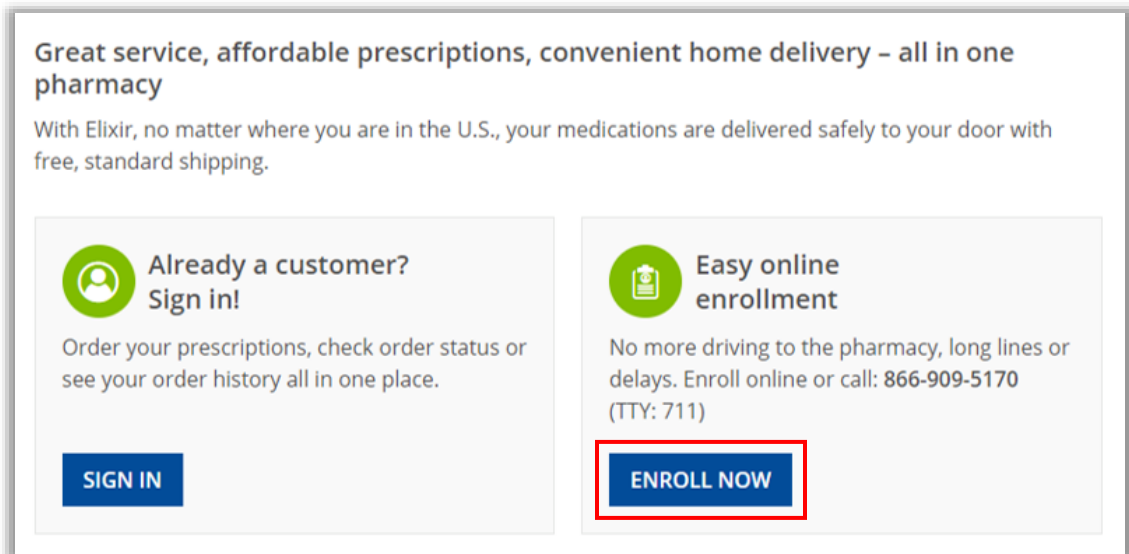
There are five easy steps in the registration process that members must complete in order to access home delivery services offered via the **EnvisionPharmacies** web portal. **During the registration process, all fields marked with a red asterisk (*) designate required information. If a field with a red asterisk is not properly filled in, the user will be unable to move forward until the field is corrected.**



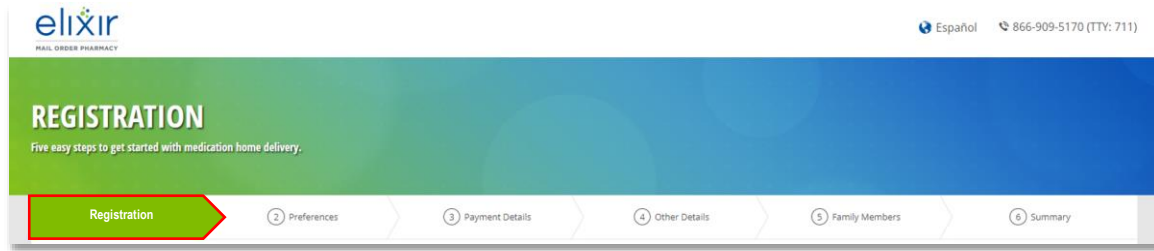
To begin, the users must visit EnvisionPharmacies.com in a web browser of their choice. This directs the user to our landing page. From here, the user will need to select the EnvisionMail link at the top of the page.



New web users will then select the ENROLL NOW button to be directed through the registration process. Detailed instructions for new registration begin on page two (2). Existing web portal users can select the SIGN IN button to be directed to log in to the secured portion of our website.



Web Portal Registration



Step 1: Registration

* Indicates required information.

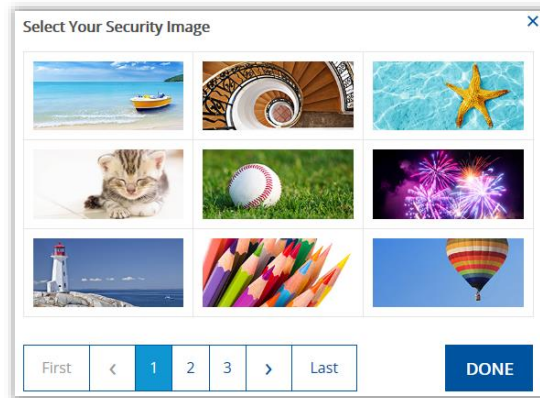
1. **ABOUT ME** Once all fields are completed, the user must press CONTINUE to move on.
 - a. Prescription Card Member ID* (This is the ID number located on the user's prescription benefit card)
 - b. First Name*
 - c. Last Name*
 - d. Date of Birth*
 - e. Gender (Defaults to Select Gender)
 - i. Male
 - ii. Female
 - f. Relationship*
 - i. Self/Cardholder
 - ii. Spouse
 - iii. Child
 - iv. Other
 - g. Language (Defaults to English)
 - i. English
 - ii. Español
2. **ACCOUNT INFORMATION** Once all fields are completed, the user must press CONTINUE to move on.
 - a. Create Username* (This is a unique name you will use when signing into the website.)
 - b. Create Password*
 - i. Minimum of 8 characters
 - ii. At least one uppercase letter (A-Z)
 - iii. At least one lowercase letter (a-z)
 - iv. At least one base 10 digit (0-9)
 - v. At least one special character (example: !, @, #, \$, %, etc.)
 - c. Confirm Password* (If entered incorrectly, the below error will display and the password will need to be reentered)

Confirm Password *
	Passwords do not match

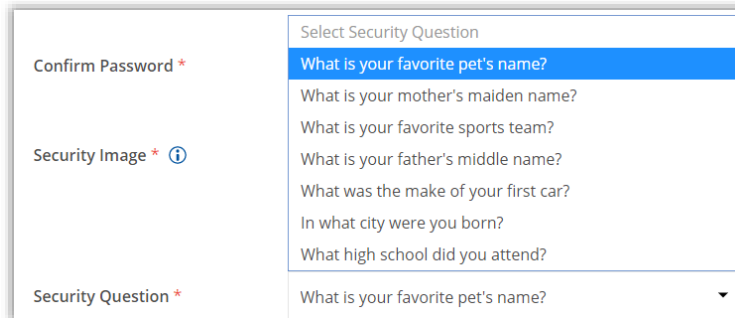
Continued on next page

Web Portal Registration

- d. Security Image* (A unique image selected by you that will appear during the login process to help you know that you are on the correct site and not on an invalid or copied site.)
 - i. Select desired image, then press DONE.




- e. Security Question*



- f. Security Answer*

- 3. **CONTACT METHODS** Once all fields are completed, the user must press CONTINUE to move on.
 - a. Email Address*
 - b. Primary Phone Number* (Must select Home or Mobile)
 - c. Alternate Phone Number (Must select Home or Mobile)

 When you provide your email address and phone number, you are authorizing EnvisionMail to use those methods to contact you. If you provide a mobile phone number, we may text you for updates or alerts. If we text you, standard texting fees/rates apply based on your carrier and plan.

Continued on next page

Web Portal Registration

4. ADDRESS Once all fields are completed, the user must press CONTINUE to move on.

- a. Home Address*
 - i. Address line 1
 - ii. Address line 2
 - iii. City
 - iv. State
 - v. Zip Code

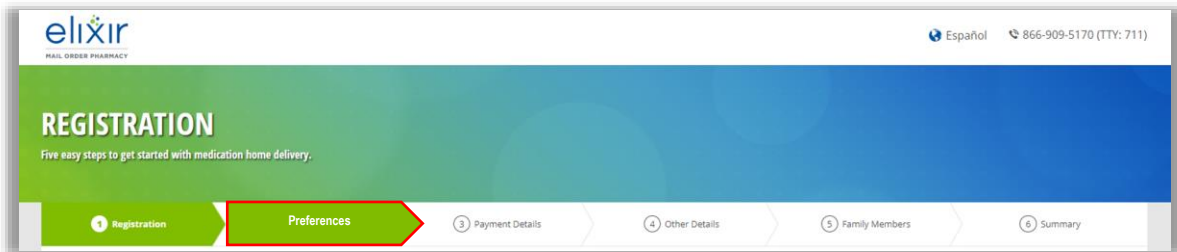
Members can check the boxes shown below and the Home Address will auto populate for the Billing Address and Shipping Address.



In this instance, the information below would not be required.

- b. Billing Address†
 - i. Address line 1
 - ii. Address line 2
 - iii. City
 - iv. State
 - v. Zip Code
- c. Shipping Address†
 - i. Address line 1
 - ii. Address line 2
 - iii. City
 - iv. State
 - v. Zip Code

† These fields are only required if the “Billing is the same as Home” or “Shipping is the same as home” boxes remain unchecked.



Step 2: Preferences

* Indicates required information.

- 1. **BRAND/GENERIC PREFERENCES** (Defaults to Generic)
 - a. Generic
 - b. Brand

Continued on next page

Web Portal Registration

2. **SAFETY CAPS PREFERENCE** (Defaults to Safety Cap)
 - a. Non-Safety (easy-off)
 - b. Safety Cap

3. **PREFERRED SHIPPING METHOD** (By selecting a preferred shipping method, every order that is created for the patient will automatically have that shipping method selected)
 - a. USPS
 - i. Standard (No Charge)
 - ii. Priority Mail: Single Piece (\$7.00)
 - iii. Priority Mail International (GU/PR Only)

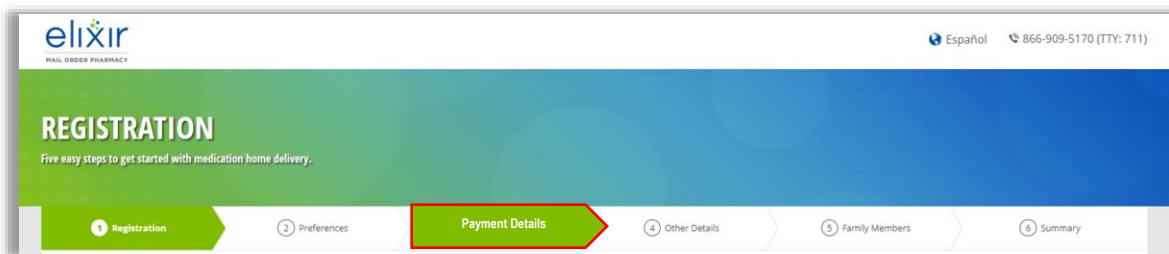
*Free standard shipping is available to customers.
If you need your medication sooner than 7-10 business days, expedited shipping charges may apply.*

- b. FedEx
 - i. Priority Overnight (\$50.00)
 - ii. 2Day (\$25.00)
 - iii. Ground (\$10.00)
 - iv. International (\$125.00-GU/PR Only)

Expedited shipping is available for an additional charge, as shown above.



NOTE: Refills should be ordered when approximately 2-4 weeks of medication remains. Please allow 24-48 hours for claims to be processed and 7-10 business days for standard shipping. We have expedited shipping for an additional cost if you need faster delivery.



Step 3: Payment Details

* Indicates required information.

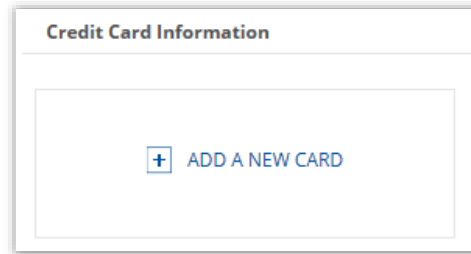
1. **PREFERRED PAYMENT METHOD***
 - a. Credit Card
 - b. No Card on File. Will enter card information when ordering.

NOTE: A credit card is required for ordering medications via the web portal.

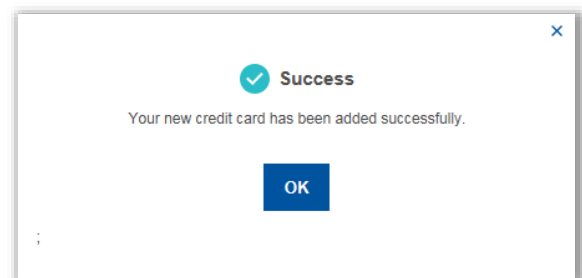
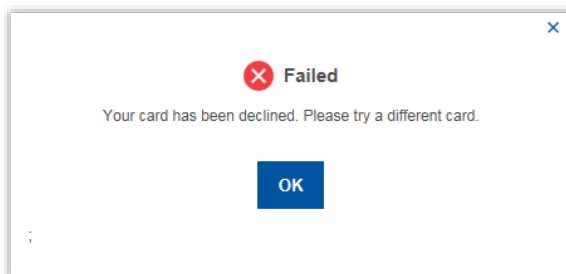
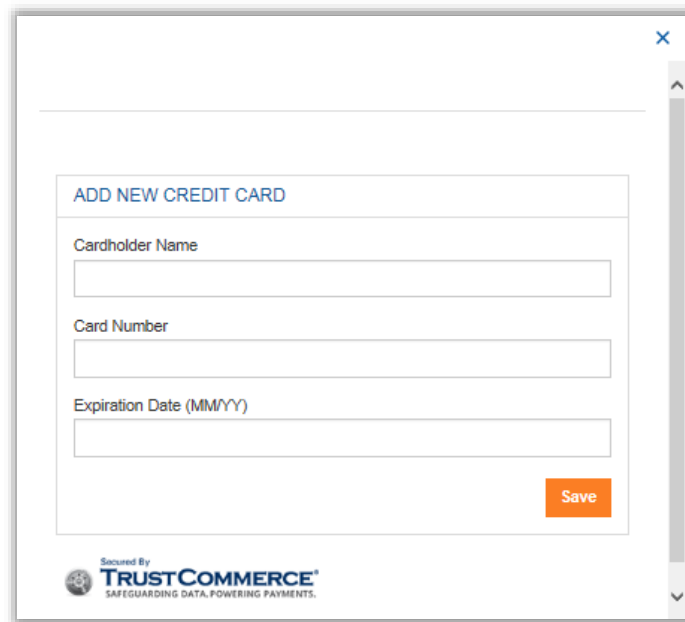
Continued on next page

Web Portal Registration

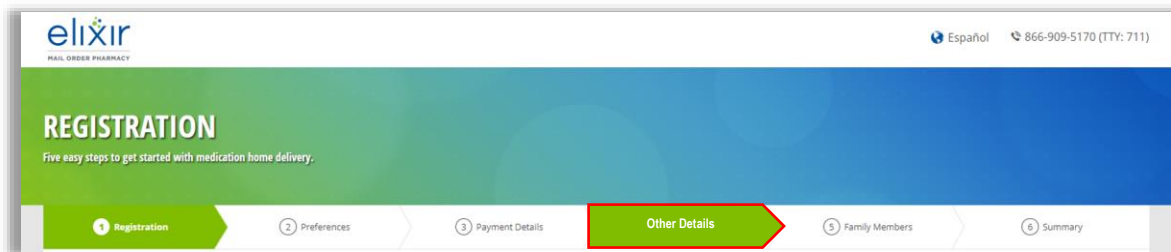
2. ADD A NEW CARD



Clicking **Add A New Card** opens a **TrustCommerce** popup where card information is entered and securely added to our processing system.



TrustCommerce will verify whether card information has been entered accurately.



Step 4: Other Details

1. My Allergies

- a. Penicillin
- b. Sulfa
- c. Erythromycin
- d. Codeine
- e. Aspirin
- f. No Known Drug Allergies

NOTE: If you're allergic to a medication that isn't listed above, please call us at 866-909-5170 (TTY: 711) and we'll add it to your profile.

2. Optional Programs

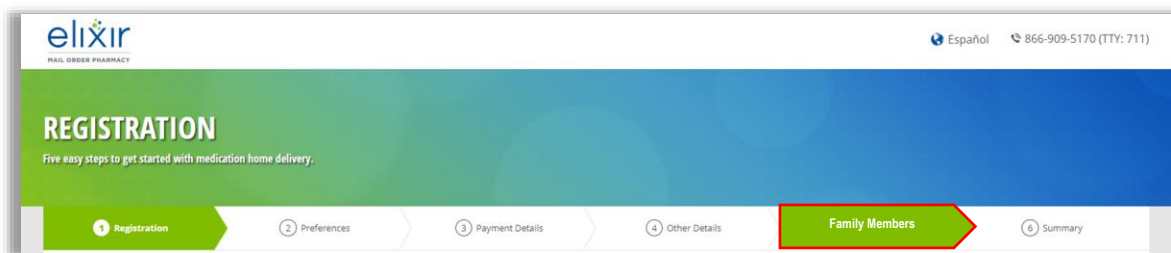
- a. Refill Reminders
We'll send you automatic reminders by email or an automated call to refill your prescription(s) to help ensure you don't run out of medication.
- b. Shipment Notifications
Select this option and we'll notify you by email or text when your medications are shipped.

3. Designation of Authorized Party

You may designate an authorized party to act on your behalf. The authorized party can send new prescriptions or authorize refills for you.

To complete this authorization, download a form using the button to the right. Print and mail the completed form to: 7835 Freedom Ave NW, North Canton, OH 44720. Otherwise, select "Continue" to continue the registration process.

[DOWNLOAD AUTHORIZATION FORM](#)



Step 5: Family Members

(This step is only available when registering with a relationship of Cardholder)

* Indicates required information.

The address information provided will be used for the family members managed within this account. Adult dependents (age 18 and older) should register for their own web account, in which they can grant permission for the cardholder to see their information.

1. No Dependents

- a. If no dependents need to be added for the Cardholder, the box next to No Dependents must be checked.

No Dependents

2. Add Dependents

- a. First Name*
- b. Last Name*
- c. Date of Birth*
- d. Gender (Defaults to Select Gender)
 - i. Female
 - ii. Male
- e. Language (Defaults to English)
 - i. English
 - ii. Español
- f. Primary Phone Number* (Must select Home or Mobile)
- g. Alternate Phone Number (Must select Home or Mobile)
 - i. Shipping Address* Address Line 1
 - ii. Address Line 2
 - iii. City
 - iv. State
 - v. Zip

Continued on next page

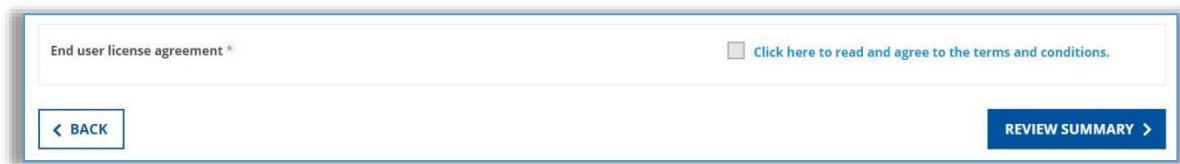
Web Portal Registration

Same as member's address

By checking the box above, the address entered for the Cardholder will auto populate for the Shipping Address.

- h. Relationship* (Defaults to Select Relationship)
 - i. Spouse
 - ii. Child
 - iii. Other
- i. Allergies
 - i. Penicillin
 - ii. Sulfa
 - iii. Erythromycin
 - iv. Codeine
 - v. Aspirin
 - vi. No Known Drug Allergies

If your dependent has an allergy to a drug that isn't listed, call us at 866-909-5170 (TTY: 711).



End user license agreement * [Click here to read and agree to the terms and conditions.](#)

[< BACK](#) [REVIEW SUMMARY >](#)

Submitting Registration

In order to complete the registration process, the user must click where it says “click here to read and agree to the terms and conditions. If this step is missed, the user will not be able to click on “review summary.”



[Click here to read and agree to the terms and conditions.](#)

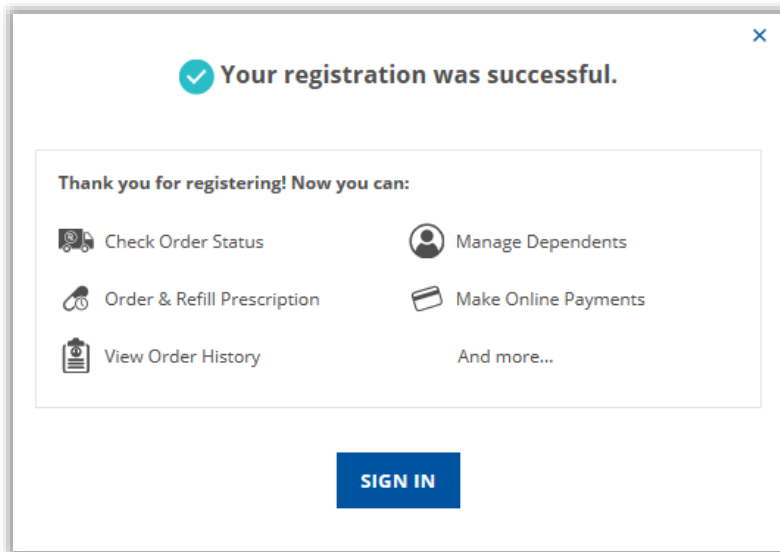
The Terms and Conditions are located on pages 11-14 of this document.

Once the Terms and Conditions are reviewed and accepted, the user can click on “review summary” and complete the registration process. Be sure to review all information and then click “submit registration.”

Continued on next page

Web Portal Registration

Once registration is completed, the below screen will appear. By pressing the SIGN IN button, the user will be redirected to the sign in screen where they will need to enter the username and password created during Step 1 of the registration process.



Web Portal Registration



Terms and Conditions

The effective date of the Terms of Use: July 31, 2020.

Notice and Acceptance of the Terms of Use

This website, <https://www.elixirsolutions.com>, is provided by Elixir Pharmacy ("Elixir Pharmacy") and may be used for informational uses only. The following terms of use ("Terms of Use") govern your access to and use of this website (this "Site"), including any content, functionality and services offered on or through this Site, whether as a guest or registered user. By accessing, viewing or using the material on this Site, you indicate that you have read, understand, accept and agree to be legally bound and abide by these Terms of Use. If you do not agree to be bound and abide by these Terms of Use, do not use this Site or download materials from this Site.

Changes to the Terms of Use

Elixir Pharmacy, in its sole discretion, may revise and update these Terms of Use from time to time. All changes will be effective immediately when posted to the Site, and will apply to all access to and use of the Site thereafter. Changes to these Terms of Use will be indicated by a new revision date. Your continued use of the Site after the Terms of Use have been updated means that you accept and agree to the updated version of the Terms of Use. You are expected to check this page each time you access this Site so you are aware of any changes, as they are binding on you.

Accessing the Site and Account Security

Elixir Pharmacy, in its sole discretion and without notice, reserves the right to withdraw any service or material that it provides on the Site. To access some of the resources on the Site, you may be asked to provide certain registration details or other information. It is a condition of your use of the Site that all the information you provide to register with this Site or otherwise, is correct, current and complete. If you choose, or are provided with, a user name or password to access certain aspects of the Site, you must treat such information as confidential, and you must not disclose such information to any other person or entity. You agree to notify us immediately of any known unauthorized access to or use of your user name or password. Please note that Elixir Pharmacy reserves the right to disable any user name or password if in its opinion, you have violated these Terms of Use.

No Medical or Legal Advice

The information provided on this Site is for general informational purposes. It is not medical or legal advice and is not a substitute for obtaining up-to-date professional advice from a qualified person. Always consult with your doctor for appropriate examinations, treatment, testing, care recommendations, and questions pertaining to your medical condition and symptoms. Do not rely on information from this Site as a tool for self-diagnosis. If you have any questions about any law or requirement referenced in this Site, you should contact your own legal counsel.

Web Portal Registration

Disclaimer of Warranty and Liability

While we strive to keep up-to-date materials on the Site, Elixir Pharmacy cannot and does not assume responsibility for any errors or omissions in these materials presented on or through the Site. Elixir Pharmacy has no obligations to update this Site; therefore information presented may be out of date and contain inaccuracies or errors. Elixir Pharmacy may make changes to these materials, to the products or services described within the Site, or to these Terms of Use, at any time without prior written notice, except as prohibited by law. Any information contained on or through this Site is intended as a supplement to, and not a substitute for, the knowledge, expertise, skill, and judgment of a doctor, pharmacist, or other qualified healthcare provider. The absence of a warning for a given drug or drug combination should not be construed by you as an indication that the drug or drug combination is safe, appropriate or effective for a given patient. Any reliance you place on these materials or any information presented on or through the Site is strictly at your own risk. Elixir Pharmacy disclaims all liability and responsibility arising from any reliance placed on such materials by you or any other visitor to the Site, or by any third party who may be informed of any of the Site's contents. Elixir Pharmacy also disclaims liability and responsibility arising from your order of prescriptions via the Site. Ordering prescriptions via this Site is your own responsibility and strictly at your own risk. Elixir Pharmacy, nor its parent, affiliates, employees, agents, officers or directors shall be liable for any outcome of your use of any prescription ordered through this Site or any other websites linked from this Site.

ELIXIR PHARMACY DISCLAIMS ALL WARRANTIES OF ANY KIND, WHETHER EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE.

USER OF THIS SITE AGREES THAT NEITHER ELIXIR PHARMACY NOR ITS PARENT, AFFILIATES, EMPLOYEES, AGENTS, OFFICERS OR DIRECTORS SHALL BE LIABLE FOR ANY CLAIM, LOSS OR DAMAGES, INCLUDING ANY DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES WHICH MAY RESULT FROM THE RELIANCE ON, USE OF, ACCESS TO, OR INABILITY TO USE THE SITE OR ANY MATERIALS ON OR LINKED TO THE SITE. YOU AGREE TO USE THIS SITE AND SUBMIT INFORMATION AT YOUR OWN RISK.

Billing and Pricing Disclaimer

You agree to provide accurate and truthful billing information for any purchases made on or through this Site. Elixir Pharmacy reserves the right to cancel your order for any reason including but not limited to the receipt of inaccurate or untruthful information from you, limitations on quantities available for purchase, or errors in product or pricing information. If your order is cancelled, we will issue you a credit for the cancelled order. By confirming your purchase at the end of the checkout process, you agree to accept and pay for all items.

Products, Content and Specifications

All features, content, specifications, products and prices of products and services described or depicted on this Site or linked through this Site are subject to change at any time without notice. We make all reasonable efforts to accurately display the attributes of products, including the applicable colors. However, the actual color you see will depend on your computer system, and we cannot guarantee that your computer will accurately display such colors. If a product offered by this Site is not as described, your sole remedy is to return it in unused condition.

Web Portal Registration

You also agree and understand that resale of products or services purchased on or through this Site is specifically prohibited. We reserve the right, at our sole discretion, to refuse to sell products to you if it appears to us that you intend to resell such products or services. We also reserve the right to limit the quantity of items purchased for any reason. We will notify you if we will apply any limits to you order.

YOU AGREE THAT NEITHER ELIXIR PHARMACY NOR ITS PARENT, AFFILIATES, EMPLOYEES, AGENTS, OFFICERS OR DIRECTORS SHALL BE LIABLE FOR INACCURACIES, MISSTATEMENTS OR OMISSIONS REGARDING DESCRIBED FEATURES, CONTENT, AND/OR SPECIFICATIONS OF A PRODUCT OR SERVICE OFFERED ON THIS SITE.

Indemnification

You agree to defend, indemnify, and hold Elixir Pharmacy, its parent, officers, directors, employees, agents, licensors, affiliates, successors, service providers and suppliers, harmless from and against any and all claims, actions or demands, damages, liabilities and settlements including without limitation, reasonable legal and accounting fees, resulting from or alleged to result from, your violation of these Terms of Use to which you have agreed by use of this Site.

Links to Other Websites

This Site may contain links to other internet websites for the convenience of users in locating information and services that may be of interest. Visitors to this Site acknowledge that these third-party sites are maintained by persons or organizations over which Elixir Pharmacy exercises no control; and Elixir Pharmacy is not responsible for the content, the accuracy of the information, and/or quality of products or services provided by or advertised on these third-party sites. Unless otherwise stated, links do not represent an intent to promote or endorse information, products or services.

Proprietary Rights

All material contained in this Site is protected by law, including but not limited to United States copyright, trademark and other laws. Except as indicated, Elixir Insurance is the owner of the copyright in the entire content (including all information, images, displays, text and look and feel and attributes) of this Site and reserves all rights in that regard. These Terms of Use permit you to use the Site for your personal, non-commercial use only. Any commercial use of this Site's content is prohibited without the prior written consent of Elixir Insurance. Except as expressly permitted, you may not reproduce, modify, distribute, create derivative works of, republish, download, upload, post, store, transmit, hyperlink to or form, or distribute any content or material on the Site.

Use of Site

You agree to use the Site only for lawful purposes and in accordance with these Terms of Use. You agree that you will not: (1) use this Site in any way that violates any applicable federal, state or local law or regulation; (2) engage in any activity or use any device or software that interferes with a user's access to this Site or the proper operation of this Site; (3) engage in any conduct that may harm Elixir Pharmacy or users of the Site or expose Elixir Pharmacy to liability; (4) delete or revise any content or material on the Site; (5) take any action that could disable, overburden, damage or impair the Site; (6) allow any other person or entity to use your login credentials for posting, copying, extracting, downloading, viewing, transmitting, or receiving data of any kind; or (7) attempt to decipher, decompile, disassemble, or reverse engineer any of the software comprising or in any way making up a part of the Site.

Web Portal Registration

Use of Products

By placing an order on or through the Site, you represent that the products ordered will be used only in a lawful manner.

Governing Law and Jurisdiction

These Terms of Use shall be governed and construed in accordance with the laws of the state of Ohio, excluding its conflict of law rules. No laws of any foreign jurisdiction shall apply to these Terms of Use or be binding on us. Any dispute, claim, action or proceeding arising out of or related to the Site or these Terms of Use, or the interpretation or enforcement hereof, whether at law or in equity, shall be brought only in the state courts located in Cleveland, Ohio.

Email Communications

Elixir Pharmacy may contact you via email to:

- Respond to any questions you may send us,
- Send you-email communications about information we think you will find useful - including announcements about new products and services at this Site, or
- Communicate other information as necessary to administer this Site.

Please note that when you contact us by email, such communication may not be entirely secure because it travels over unsecured communication lines. As a result, you should not provide us with confidential or personal information via email.

Waiver

Any waiver by Elixir Pharmacy must be express and in writing, must be directed specifically by Elixir Pharmacy to you, and must be signed by a duly authorized representative of Elixir Pharmacy. Elixir Pharmacy failure to enforce any provision of these Terms of Use or to respond to a breach by you or third parties shall not in any way limit or waive its right to do so, including without limitation its right to enforce subsequently any provision of these Terms of Use, or to assert its rights with respect to the same or similar breaches.

Severability

If any provision of these Terms of Use is held by a court of competent jurisdiction to be invalid or unenforceable, such provisions will be deleted from these Terms of Use or modified so as to make them enforceable and the validity and enforceability of the remaining provisions of these Terms of Use will continue in full force and effect.

Entire Agreement

The Terms of Use constitute the sole and entire agreement between you and Elixir Pharmacy with respect to the Site, and supersede all prior and contemporaneous agreements and understandings, whether written or oral, with respect to the Site.

Termination

Elixir Pharmacy, in its sole discretion, reserves the right to terminate your use of this Site at any time and without notice to you.