

## Step-by-Step Guide

ProAct Pharmacy Services will deliver maintenance prescriptions, up to a 90-day supply, directly to your door for the cost of your mail order pharmacy copay. After you establish a mail order profile, you can begin to request your prescriptions to be sent through the mail.

### TO BEGIN THE PROCESS:

Visit [pbd.proactrx.com](http://pbd.proactrx.com).

Scroll down and click on **CREATE MAIL ORDER PROFILE**.

Username: Enter Username  
Password: Enter Password  
LOGIN  
CREATE ACCOUNT  
Forgot Username?  
Forgot Password?

**Convenience at your doorstep.**

Choosing to have your maintenance medication(s) filled through mail order saves you monthly trips to the pharmacy. Plus, automatic refills help ensure you won't run out of your medication. On-site licensed pharmacists oversee the entire fulfillment process to make sure your order is accurate and clinically appropriate.

**New members: please create a mail order profile.**

CREATE MAIL ORDER PROFILE  
If you have used ProAct, but have never registered for an account, [click here.](#)

### STEP 1: ACCOUNT INFORMATION



Scroll down to **ACCOUNT INFORMATION**.

Complete each field, then continue by clicking the **STEP 2: ADDRESS INFORMATION** button.

Enter your Member ID and Group ID exactly as it is shown on your benefit card.

### Establish a Mail Order Profile

Creating a mail order profile is easy! All you need to do is complete the form below, [print the form](#) or call 1-866-287-9885 to speak to a representative.

PRO TIP: Signing into your ProAct online portal account will auto-fill your account information below.

Insured family member fields marked with \* are required.



**Account Information**

First Name \*  
First name

M.I.  
Initial

Last Name \*  
Last name

Date of Birth \*  
mm/dd/yyyy

Gender \*  
Female

Member ID \*  
ID

Group ID  
ID

STEP 2: ADDRESS INFORMATION

Fields marked with \* are required.

## STEP 2: ADDRESS INFORMATION



Complete each field, then continue by clicking the **STEP 3: CONTACT INFORMATION** button.

**Address Information**

Address Type \*  
Permanent

Address \*  
Address

Suite or Apartment Number  
Suite or Apartment Number

City \*  
City

State \*  
State

Zip Code \*  
Zip Code

PREVIOUS STEP

STEP 3: CONTACT INFORMATION

Fields marked with \* are required.

## STEP 3: CONTACT INFORMATION



Provide at least one phone number and complete any other fields. Continue by clicking the **STEP 4: SPECIAL INSTRUCTIONS** button.

**Contact Information**

Home Phone \*  
Home Phone

Work Phone  
Work Phone

Cell Phone  
Cell Phone

Other Phone  
Other Phone

Email  
Email

PREVIOUS STEP

STEP 4: SPECIAL INSTRUCTIONS

Fields marked with \* are required.

## STEP 4: SPECIAL INSTRUCTIONS



Complete each field, if necessary, then continue by clicking the **STEP 5: ADD DEPENDENTS** button.

**Special Instructions**

Drug Allergies  
None

Known Conditions  
None

Additional Instructions  
Additional Instructions

PREVIOUS STEP

STEP 5: ADD DEPENDENTS

Fields marked with \* are required.

## STEP 5: ADD DEPENDENTS



Add any dependents, if applicable, then continue by clicking the **STEP 6: SUBMIT** button.



Please review the information for your dependents.

### Add Dependents

RELATIONSHIP	FIRST NAME	LAST NAME	DATE OF BIRTH
+ Add Dependent Information			

PREVIOUS STEP

STEP 6: SUBMIT

## STEP 6: SUBMIT



Review the information you have entered to ensure that it is accurate, then click the **SUBMIT** button.



Please review the information you have entered to ensure that it is accurate.

PREVIOUS STEP

SUBMIT

## STEP 7: SUCCESS!



The enrollment process is complete! Your profile will be available in one business day.

After one business day, you may continue momentum by setting up an online account to manage your payment and prescriptions.

Go to [pbd.proactrx.com](http://pbd.proactrx.com) and click on **CREATE ACCOUNT**.



Thank you for registering for a Mail Order Profile.

We will contact you if we have any questions.

**QUESTIONS?** The ProAct Help Desk is available to serve you 24 hours a day, 7 days a week.

Our knowledgeable customer service representatives can assist you with account creation and *much more*. Call 877-635-9545