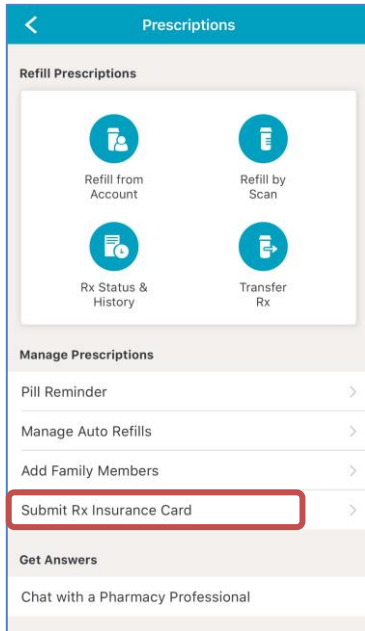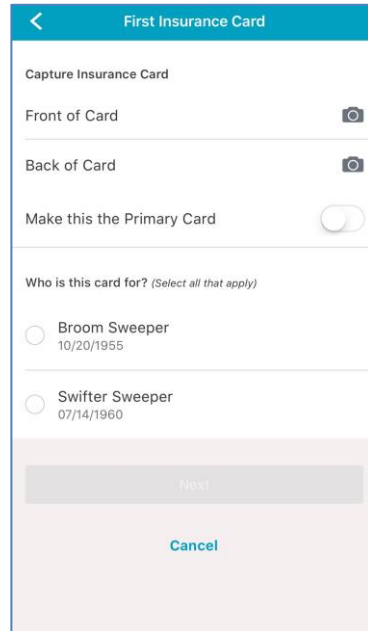# Submit Rx Insurance Card from App

Submit Rx Insurance Card is a new feature within the Walgreens mobile app that allows patients with an online pharmacy account to send their updated insurance information to the pharmacy. If the patient is not already signed in, they will be prompted to do so.
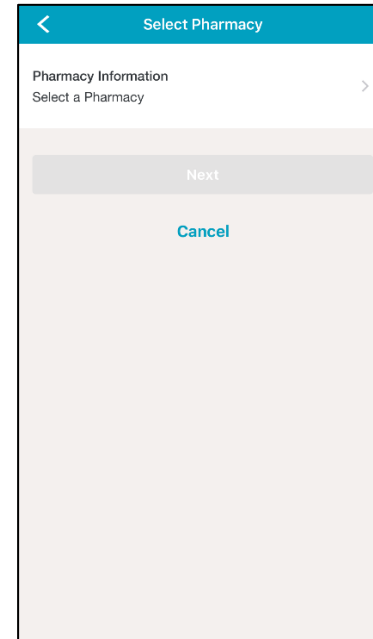


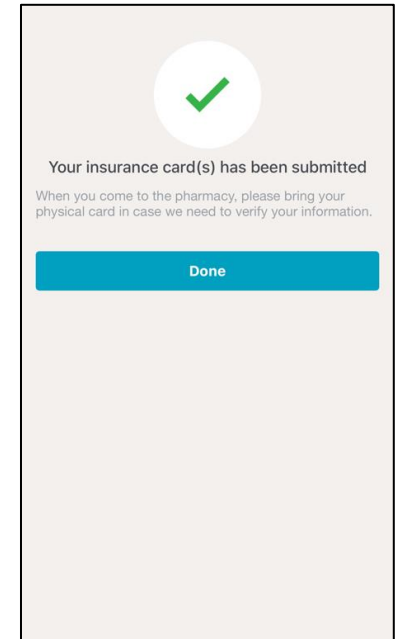Submit Rx Insurance Card is located under the Prescriptions & Health section.



The patient will need to take a picture of the front and back of their prescription insurance card.



To ensure the card image and details are as easy to read as possible, patients should turn the device sideways and take the photo horizontally.



After the card image has been taken, the patient will be asked to select a pharmacy location to send the information to.



Once the patient submits their information, they will be reminded to bring their insurance card with them in case the image was not clear.

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# Submit Rx Insurance Card from App

**Step 1. Receiving Incoming Insurance Card Submissions (F1 queue)**
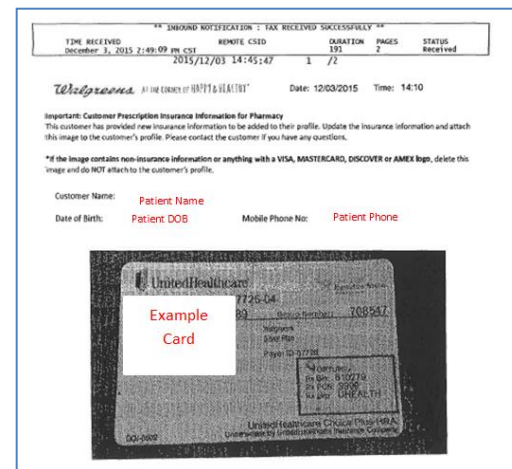
1. The patient's insurance card submission will appear in the store's F1 queue as two, separate, faxed images.

   Image 1:  Front of the insurance card
   Image 2:  will be the back of the insurance card

   <u>Note</u>: Both pages include the patient name and DOB.

2. Select 'Print and Delete' for both images in the F1 queue and collect the printed pages from the printer.
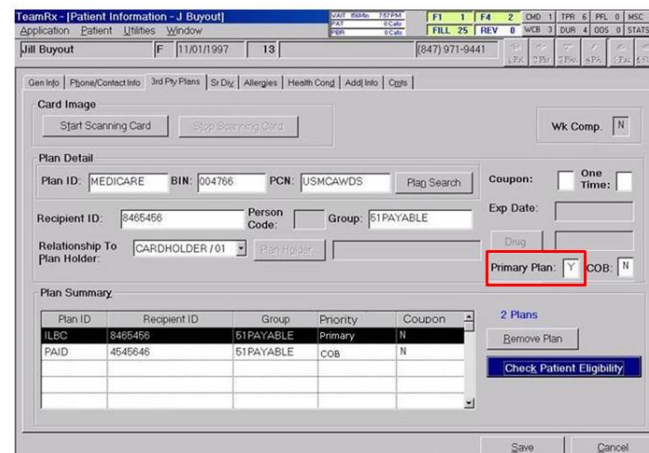


**Step 2. Add New Insurance information to IC+ profile**

1. Use data provided on printed fax pages to find the patient profile in IC+. (F9)

2. Add the new insurance on the "3<sup>rd</sup> Pty Plan' tab

3. Set the new insurance card as primary

   <u>Note</u>: Do not delete any existing insurance information from profile unless instructed by the patient.  (New card may not  be effective yet)

4. Scan faxes into patient images of IC+ profile, then save.



Please contact the patient if you have any problems.

Questions around submitting an insurance card from the Walgreens app should be submitted via "Team Member Feedback" link located on the StoreNet.

Pathway: online/e-commerce/mobile > pharmacy > other

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