## **W**. 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.

< Prescriptions	First Insurance Card		< Select Pharmacy	
Refill Prescriptions	Capture Insurance Card Front of Card		Pharmacy Information > Select a Pharmacy	
Refill from Refill by Account Scan	Back of Card	FIRST M 9101003	Next	Your insurance card(s) has been submitted When you come to the pharmacy, please bring your physical card in case we need to verify your information.
Rx Status & Transfer History Rx	Make this the Primary Card	LASTNAME J 200000	Cancel	Done
Manage Prescriptions	Broom Sweeper 10/20/1955	20 20		
Pill Reminder	Swifter Sweeper			
Manage Auto Refills	> 0//14/1960	55		
Add Family Members	Next	200		
Submit Rx Insurance Card	> .	R 8 8 1		
Get Answers	Cancel			
Chat with a Pharmacy Professional		Retake Use Photo		
Submit By Incurance	The patient will peed to	To oncure the cord	After the card image has	Once the nationt submits

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.



## 20. 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

Note: 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 "3rd 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

June 2018



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