PROACT PHARMACY BENEFIT MANAGEMENT

*How to:*

# Update Your Address

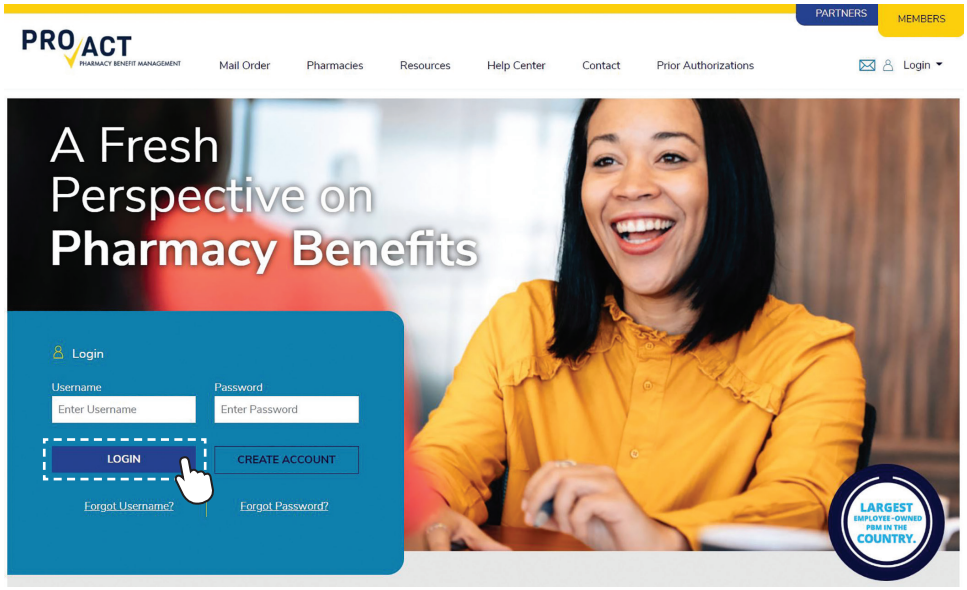
## Step-by-Step Guide

This guide provides basic instructions for on how to update your address with our mail order pharmacy.

### TO BEGIN THE PROCESS:

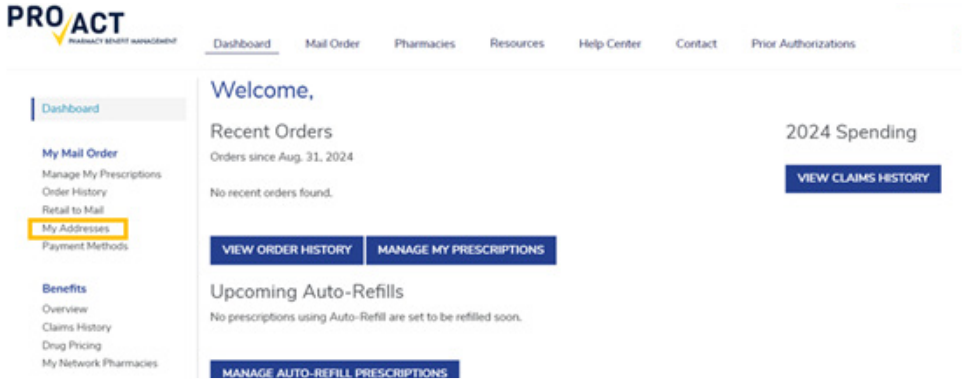
Visit **www.proactrx.com** and log into your account by entering your username and password in the large blue login box.

Once logged in, you will be on the DASHBOARD page.



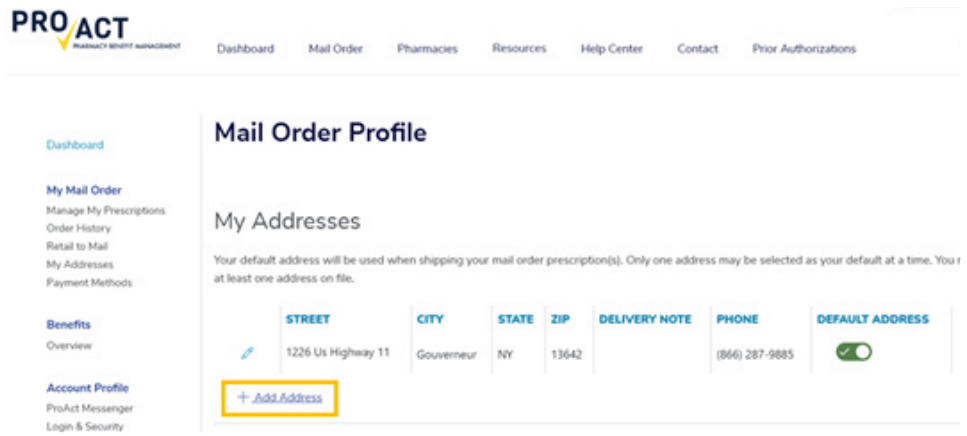

### STEP 1: MY ADDRESSES

Upon logging in, click on MY ADDRESSES on the left navigation pane.



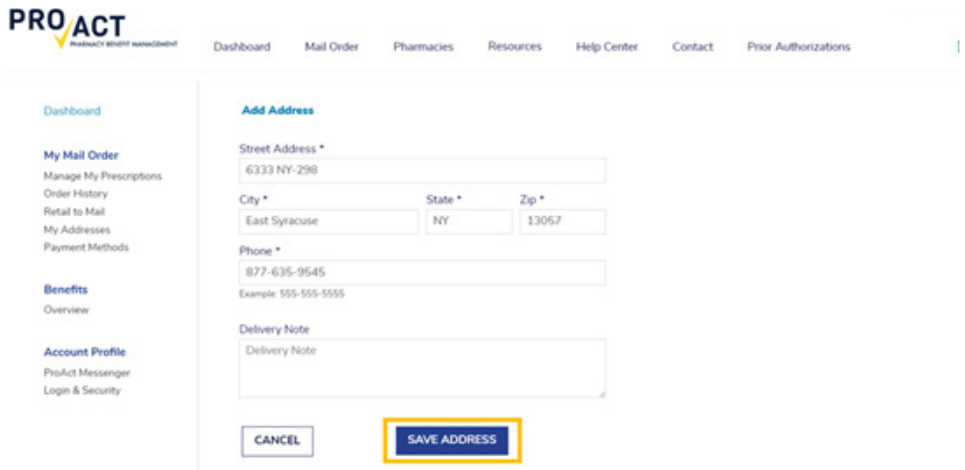

### STEP 2: ADD ADDRESS

Now that you are on the mail order profile screen you will click the ADD ADDRESS link below.



### STEP 3: ADD ADDRESS

Fill out the **ADD ADDRESS** form and click **SAVE ADDRESS**.

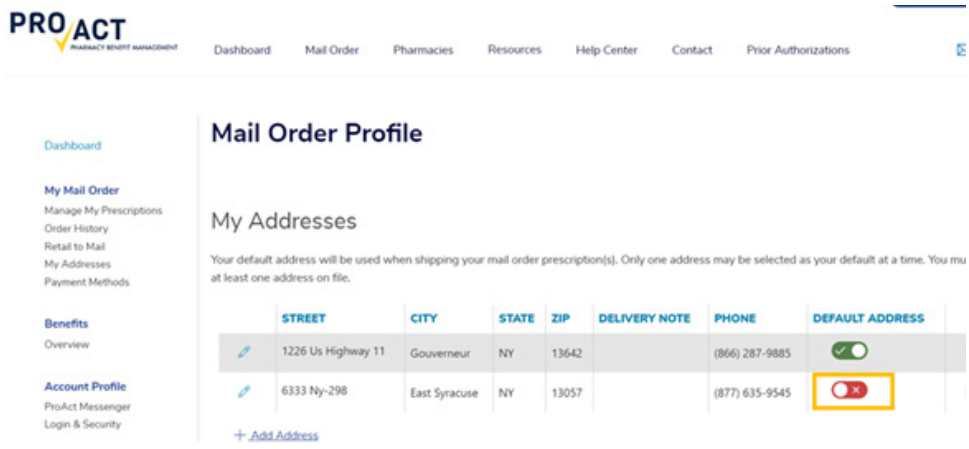



### STEP 4: SUCCESS

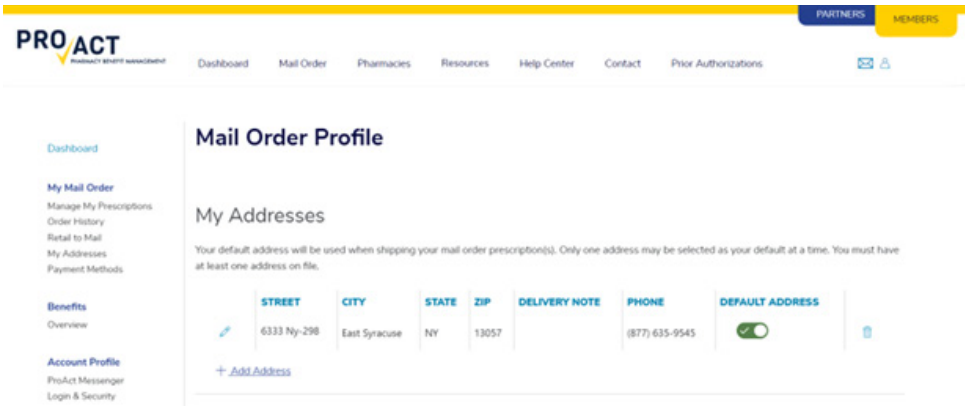
Once you have added the new address, you will need to mark it as your default address by clicking the toggle under **DEFAULT ADDRESS**.

Your new address has been marked as default; you can either keep the old address on file as a seasonal address or delete the address completely by clicking on the **TRASH CAN ICON**.

After clicking the trash icon next to the old address you will be asked to confirm that you want to delete this address.




After clicking **YES**, the old address will be deleted from your profile and only your new address will be displayed on your Mail Order profile.



# *Frequently Asked Questions:*

**Should I update my address before or after refilling my prescription?**

You should update your address prior to refilling any prescriptions to ensure we are shipping your prescription to the correct address.

**What do I do if I have a prescription already in process and I need to change my address?**

Please call our help desk and speak with a customer service representative to see if the address can be changed.

**Can I have more than one address on file?**

You can have up to two addresses on file, but always make sure that the address you would like your medications shipped to is marked as the default address prior to refilling a prescription.