

## Navicent Health: Member Website Registration

### Digital tools designed for today's lifestyle

Together, the CarolinaCARE and OptumRx websites ensure members have the tools and information to actively engage in personal health care and medication management. Intuitively designed digital tools help members easily find health care information.

#### Go online to quickly manage and access your pharmacy benefits including:

- Access a complete profile of medications and prescription history for all family members
- View medication cost, find lower-cost medications to save on out-of-pocket expenses
- Review claims, benefit information and deductibles
- Locate the nearest in-network retail pharmacy

Setting up a SINGLE SIGN-ON online account is easy. Just create a ONE-TIME account ID on the OptumRx website following the instructions on the next page.

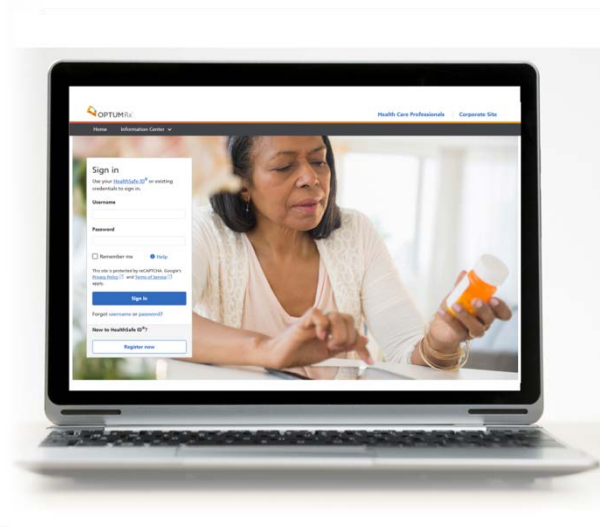
### SECURE LOG IN

#### HealthSafe ID®: One username, One password

Many Optum websites use HealthSafe ID, which means members can access some of their Rx health benefits with the ease of a single username and password, connecting safely and securely through your CarolinaCARE website.

#### Registering is quick and easy, and members only need to do it once.

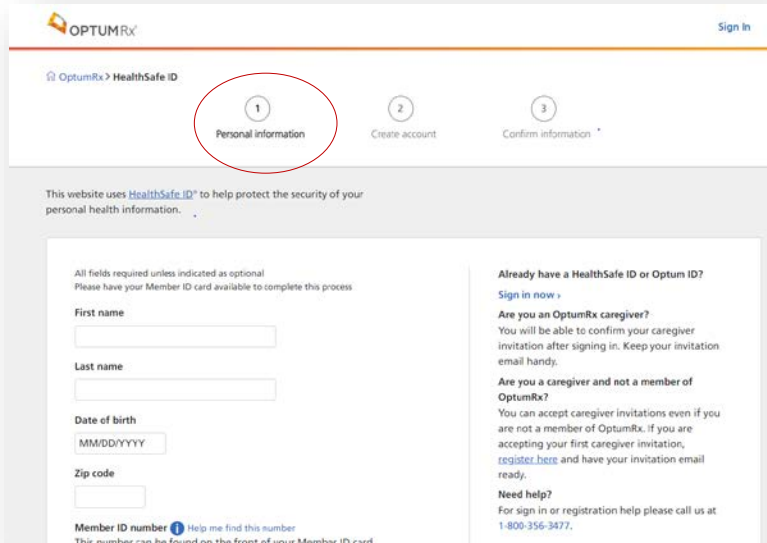
- Optum websites use HealthSafe ID, which means members can access health benefits with the ease of a single username and password.
- Just provide member information as indicated in each step of the registration process to create a HealthSafe ID.
- To keep member accounts secure, we'll ask you to confirm your email or phone number. Completion of this ONE-TIME registration allows Navicent members to use their CarolinaCARE username and password to sign in quickly with the click of a button each time they return.



**Information you will need for registration:**

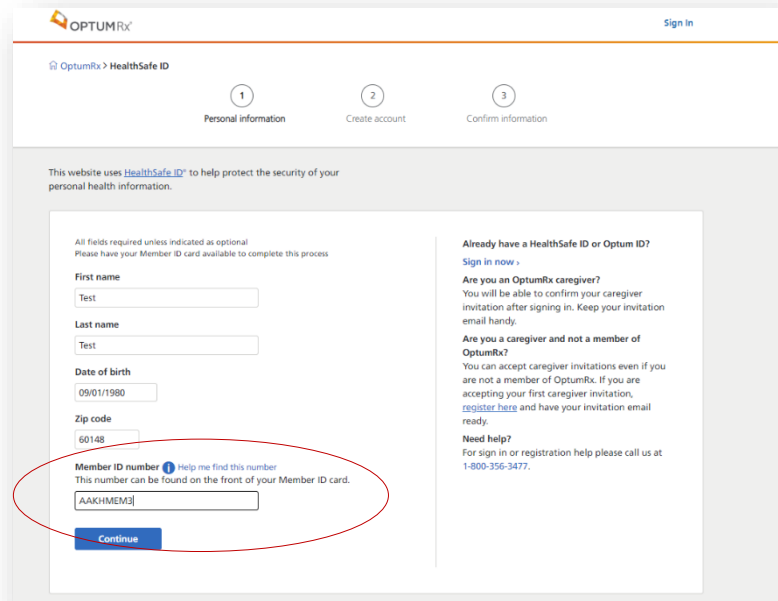
- Navicent Member ID located on the front of your PRESCRIPTION ID card

**Step One: From the CAROLINACARE log in page, CLICK OptumRx.** Then enter basic member information



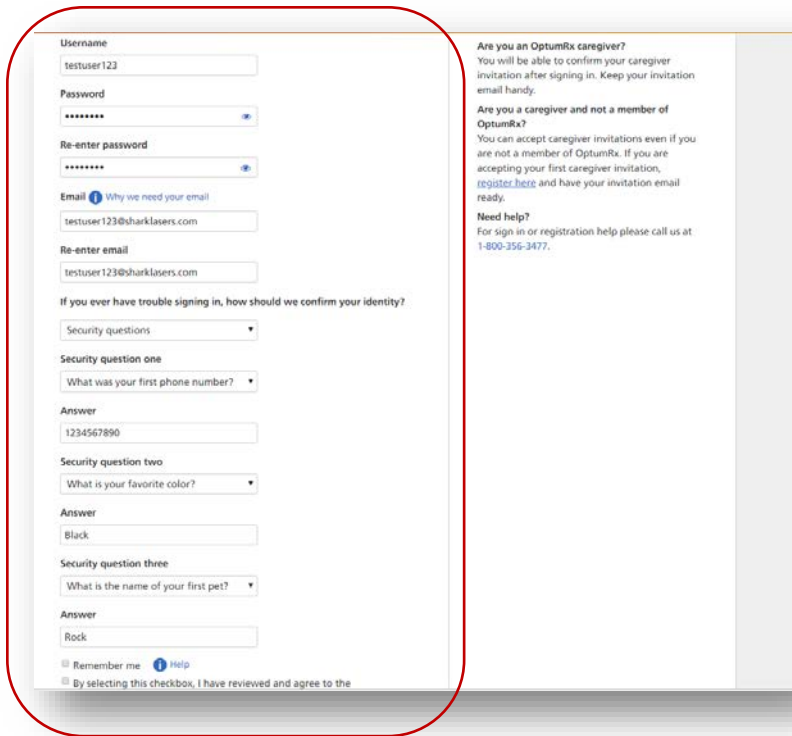
The screenshot shows the OptumRx registration interface. At the top, there are three steps: 1. Personal information (circled in red), 2. Create account, and 3. Confirm information. Below the steps, there is a section for 'Personal Information' with input fields for First name, Last name, Date of birth (MM/DD/YYYY), and Zip code. A 'Member ID number' field is also present, with a help icon and text: 'Help me find this number. This number can be found on the front of your Member ID card.' To the right, there is a section titled 'Already have a HealthSafe ID or Optum ID?' with a 'Sign in now' link and two sub-sections: 'Are you an OptumRx caregiver?' and 'Are you a caregiver and not a member of OptumRx?'. A 'Need help?' section at the bottom right provides contact information: 'For sign in or registration help please call us at 1-800-356-3477.'

**Step Two: Enter your Navicent Member ID from the front of your Rx membership card**



This screenshot shows the same registration page as above, but with the 'Member ID number' field filled with the text 'AAACHMEM3'. A red circle highlights this field and the 'Continue' button below it. The rest of the page, including the navigation steps and the 'Already have a HealthSafe ID or Optum ID?' section, remains the same.

**Step Three:** Complete the member information



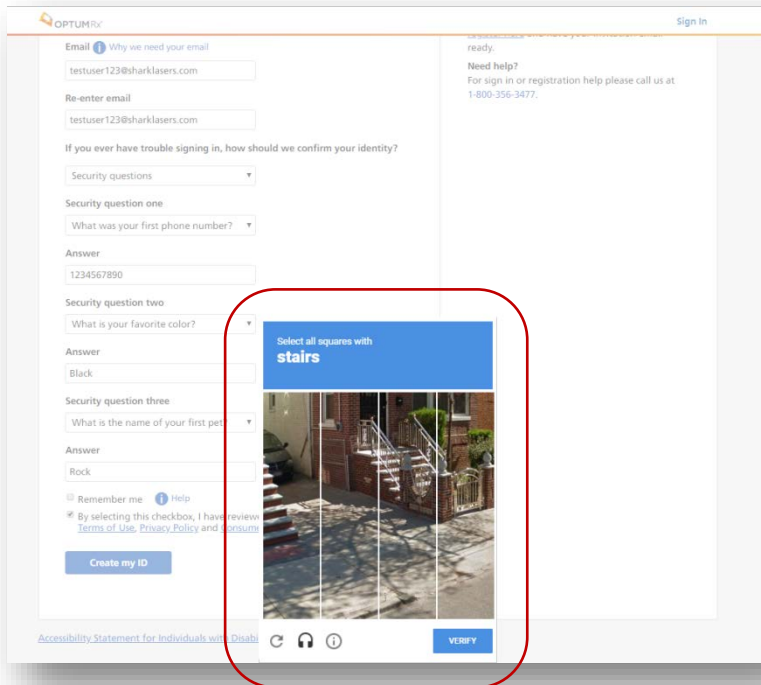
The registration form for Step Three includes the following fields and sections:

- Username:** testuser123
- Password:** [Redacted]
- Re-enter password:** [Redacted]
- Email:** testuser123@sharklasers.com
- Re-enter email:** testuser123@sharklasers.com
- Security questions:**
  - Security question one: What was your first phone number? Answer: 1234567890
  - Security question two: What is your favorite color? Answer: Black
  - Security question three: What is the name of your first pet? Answer: Rock
- Remember me:**
- Agreement:**  By selecting this checkbox, I have reviewed and agree to the

Additional text on the right side of the form:

- Are you an OptumRx caregiver?** You will be able to confirm your caregiver invitation after signing in. Keep your invitation email handy.
- Are you a caregiver and not a member of OptumRx?** You can accept caregiver invitations even if you are not a member of OptumRx. If you are accepting your first caregiver invitation, [register here](#) and have your invitation email ready.
- Need help?** For sign in or registration help please call us at 1-800-356-3477.

**Step Four:** Complete the confirmation puzzle if requested

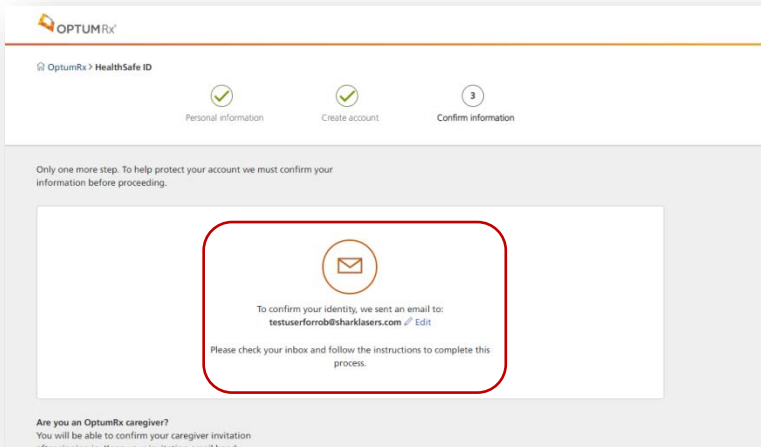


The registration form for Step Four includes the following fields and sections:

- Email:** testuser123@sharklasers.com
- Re-enter email:** testuser123@sharklasers.com
- Security questions:**
  - Security question one: What was your first phone number? Answer: 1234567890
  - Security question two: What is your favorite color? Answer: Black
  - Security question three: What is the name of your first pet? Answer: Rock
- Remember me:**
- Agreement:**  By selecting this checkbox, I have reviewed [Terms of Use](#), [Privacy Policy](#) and [Consent](#)
- Buttons:** Create my ID, VERIFY

A confirmation puzzle is overlaid on the form, featuring a blue header that reads "Select all squares with stairs" and a photograph of a set of stairs. A red circle highlights the puzzle area.

**Step Five:** You will receive a confirmation email or text that your account has been set up. If you do not, check your spam folder.



That's it! You have now completed the required ONE-TIME registration process for member authentication and added security. Our capabilities are always evolving. Check back often for new enhancements and tools.