

The ProAct website, proactrx.com, hosts a variety of resources to support the needs of our members. With a member account, you can enroll in our mail order program, manage your pharmacy benefits, and connect securely with our team of experts. We're here to ensure that your pharmacy benefits are accessible—if and when you need them most.



Get the most out of our website!

Resources

Find information on drug recalls, FDA news, infographics on a multitude of health-related topics, as well as monthly newsletters from our clinical experts.

Help Center

View commonly asked questions regarding getting started with prior authorizations, mail order, specialty medications, and much more.

Chatbot

Meet Benny, our friendly chatbot! Let Benny help you find what you are looking for.

Benefits

- Find your plan name
- View and print a temporary ID card
- Search a list of covered drugs that may be prescribed under your plan
- View your claims history
- Easily search and compare costs of prescription drugs between pharmacies
- Find in-network pharmacies based on your zip code – star your favorites and let us keep the list for you!
- Correspond back and forth with our team through the portal using ProAct Messenger
- Change your password and security questions, as needed



Establish a Mail Order Profile

Having your maintenance medication(s) filled through ProAct's mail order pharmacy is a convenient way to manage and receive your prescriptions, could lower your out-of-pocket costs, and gives you 24/7 access to customer service representatives.

Manage My Prescriptions

View the status of your current medications and submit a refill request.

Order History

Easily check the delivery status of your medication(s) and view previously ordered medication(s).

My Addresses

View and manage your home delivery options along with any alternate addresses you may have.

Payment Methods

It is important that you provide a method of payment for your profile. You have the option of adding or deleting credit cards on file.

Auto-Refill Settings

View and manage any prescriptions that you have enrolled in the Auto-Refill Program.

Notification Methods

You may elect to receive notifications on the status of your medication shipment through email or text. Message and data rates may apply.