

How to Register on MedTrak's Web Site

As the cardholder for a prescription drug plan administered by MedTrak, you and your dependents have access to the secure MedTrak website, which contains valuable information regarding your prescription benefits.

This includes:

- eScriptChoice™
 - Alternative medications to the ones you are taking, their cost, and their co-pay amount.
 - The ability to research the costs and co-pays of medications you are considering taking.
- The ability to download claim forms, preferred drug lists, and HIPAA confidentiality forms.
- Access to your mail order pharmacy provider.
- The ability to locate a pharmacy, including address and phone number for the pharmacy, and directions and maps to the pharmacy.
- Access to your prescription drug claims, cost of claims, and the co-pay amount.
- Instructions and forms for receiving reimbursement if necessary.
- The most recent copy of the member newsletter.
- A list of frequently asked questions and answers.

You must register to gain access to this information. Registering is necessary to protect your health information. MedTrak does not release any of your personal information to anyone outside of MedTrak without your written consent.

Steps to Register

1. Go to MedTrak's web site: www.medtrakservices.com.
2. Click on the link "Need to Register?" near the upper right-hand corner of the site. This will take you to the Member Registration page.
3. In order to register you will need to enter or do the following:
 - a. Rx Group Number – This is an 8-digit number on your prescription ID card.
 - b. Cardholder ID – This is the cardholder number on your prescription ID card.
 - c. Your Date of Birth.
 - d. First Name.
 - e. Last Name.
 - f. Email Address. This is used only if you were to forget your username or password. MedTrak will email you your information to this address.
 - g. Username. This is created by you and it needs to be unique to you.
 - h. Password. This is created by you.
 - i. Confirm Password.
 - j. Password Reminder. Type a hint for to help you remember your password.
 - k. Read the HIPAA statement and type your initials in the box.
 - l. Click on the Register button and you are done.
4. Once you have registered, you can log in to the secure MedTrak website any time you want.
5. If you should happen to forget your password or username, click on the "Forgot Username/Password?" link. This will take you to another page where you can have your username and/or password emailed to the email account you listed in your initial registration.

Additional Information

Due to the Health Insurance Portability and Accountability Act of 1996 (HIPAA), you are only allowed to view your personal health information and that of your dependents under the age of 18. Your dependent spouse and children over the age of 18 must register themselves with their own username and password. You will not have access to their prescription claim information.

If further assistance is needed, please call 800-771-4648 or 913-262-6851 in the Kansas City area.