

Client Portal FAQs

1. What is Client Portal and who can access this application?

Client Portal (CP) is an Internet portal where employer and health plan clients can access existing and new members and perform analytical, search, communication, and other prescription drug plan functionalities via a single access point and sign-on. It is a one-stop-shop to access and edit member information.

An External user has limited access and is restricted to accessing only those carriers to which they are members. User level permissions are set up in PharmScreens and the CP uses/inherits these permissions from there.

2. What are the features in the Client Portal?

- Plan Performance Dashboard Reports (Home page)
- Member Search
- Rapid Member Entry (RME)
- Member Window
- Paid Claim Lookup
- Transaction Lookup
- Prior Authorizations
- Account Support Page This is a new feature to organize and formalize client requests, allowing interactivity with the Account Services team and updates to request status. It also contains contact information for the Account Services team members associated with a carrier, as well as links to the following other supporting information.
 - Contact Us How to contact us.
 - Resources Helpful resources including downloadable PDF files and news.
 - Glossary Defines Provides definitions to all terms found on all CP windows.
 - FAQs Provides answers to frequently asked questions.

3. What are the system requirements to access the Client Portal?

Microsoft Windows, Internet Explorer version 10, 11, Microsoft Edge, Google Chrome, Mozilla Firefox and Safari.

4. What is plan performance dashboard and how do I access it?

The Plan Performance Dashboards are RxBIRT reports. If you need access to RxBIRT, contact your Account Manager.

5. Who do I contact to get access to the Client Portal?

Contact your Account Manager to get access.

6. Where can I find other helpful documents and links?

The Client Portal Account Support page has a Resources menu where you can access the following:

- Elixir Client Portal User Guide
- Blog.elixirsolutions.com for news
- The Glossary menu takes you to Glossary page where you can search for specific terms
- The FAQ page has questions you may be asking

7. Am I able to set up reports myself?

Reports are generated in RxBIRT. If you don't have access, contact your Account Manager to request access.

8. What do I do if I forgot my Username?

Use the Forgot Username link to have your Username sent to you via email.

9. What do I do if I forgot my Password?

Use the Forgot Password link to have your password sent to you via email.