



Patient Portal User Guide

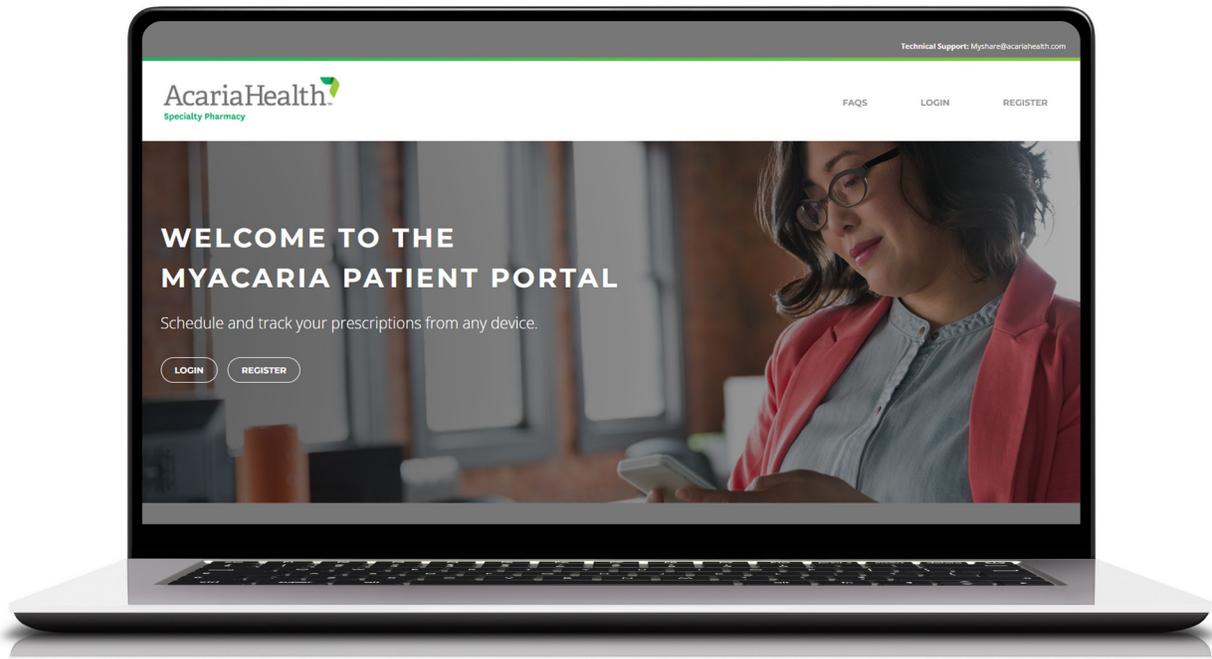
*my*Acaria™

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Welcome to the myAcaria Patient Portal

Check the status of your prescriptions and schedule deliveries from any device.



Key Features



Instant Access from Any Device

Refill existing prescriptions, schedule deliveries, and track the status of your orders all from your desktop, tablet, or mobile device. Take charge of your treatment wherever you are.



Information at Your Fingertips

Get details about all your specialty medicines, at home or on the go. View expiration dates, available refills, and prescriber information. You can also view your order history and track your shipments.



Customized to Fit Your Needs

Receive information and updates about your medications and deliveries quickly and conveniently. You can choose to receive notifications via email or opt-out of alerts you do not want.

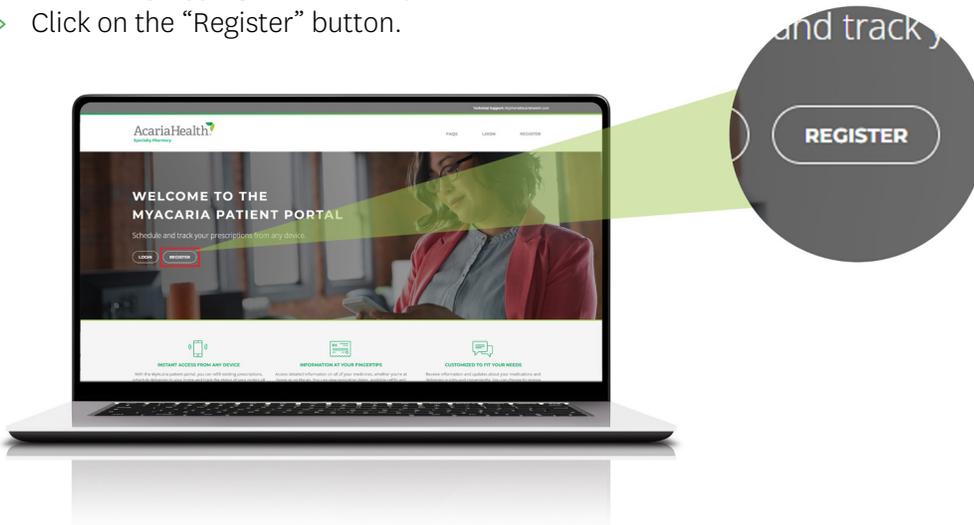
Getting Started

How to register your account, navigate the home page, and schedule an order.

How to Register



- > Go to <https://myacaria.com/> or scan the QR code.
- > Click on the “Register” button.



- > Complete all fields of the registration form.
 - Enter your First Name, Last Name, Date of Birth, Email Address, Password, Confirm Password, Display Name, and the Security Code.
- > Verify your information is correct and matches the information **EXACTLY** as it appears on your prescription. Complete your registration by clicking “Register.”

FIRST NAME:

LAST NAME:

DATE OF BIRTH *

EMAIL ADDRESS: *

PASSWORD: *

CONFIRM PASSWORD: *

DISPLAY NAME: *

SECURITY CODE:

Enter the code shown above in the box below.

REGISTRATION

If you are registered with AcaciaHealth Specialty Pharmacy, create a MyAcaria account by filling out the fields on this page.

Note: Your email address will be set as your username when logging in.

Password Requirements:

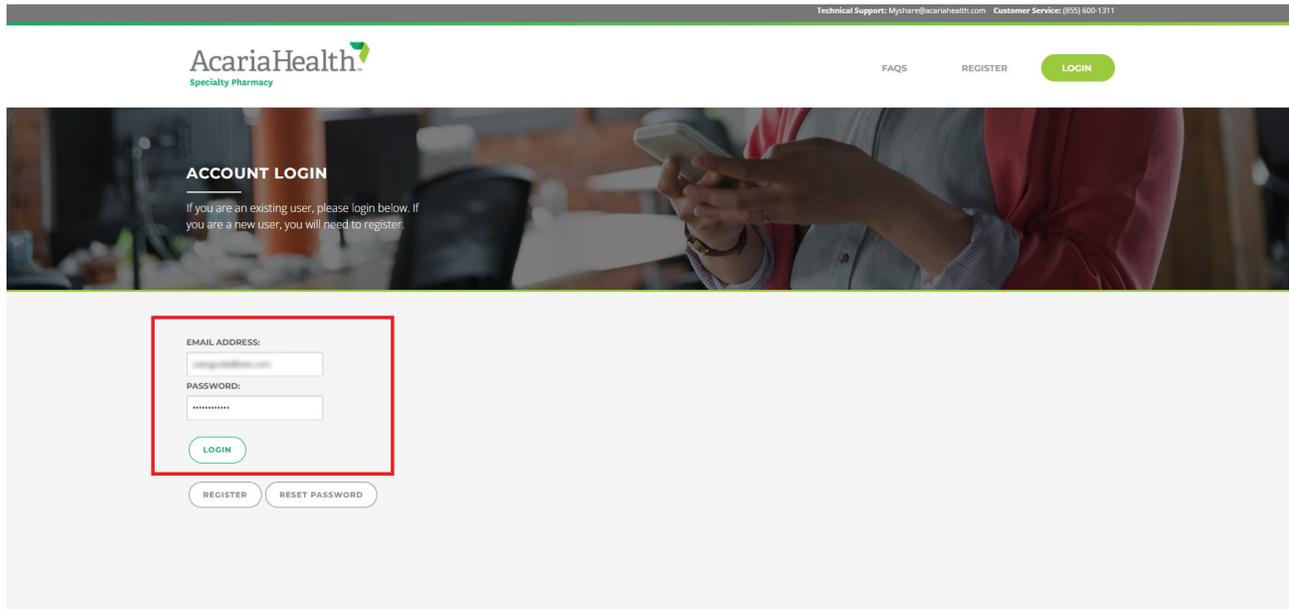
- At least 8 total characters
- At least one lower case letter
- At least one upper case letter
- At least one number
- At least one special character

I tried to register my account for the first time and got an “Access Denied” message. What should I do?

This error could be caused by the information we have in our system not matching what was entered during registration. It is possible that we have an incorrect address or date of birth in our system. Please email us at MyShare@AcaciaHealth.com.

Navigating the Home Page

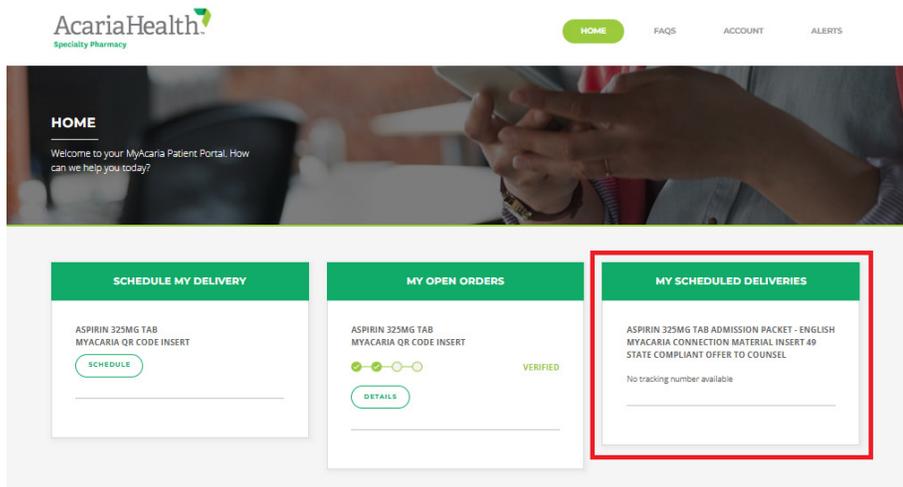
- > Login to your account using your email address and the password created during registration.



- > Once you are logged in, you will see the home page. Here you will find your order status summary.

Tracking Your Order

- > Track the status of your order by going to the “Home” page. **After your order has shipped and tracking is available**, click on “Track” in the “My Scheduled Deliveries” box.
- > A new tab will open up showing the courier’s tracking page for the order.

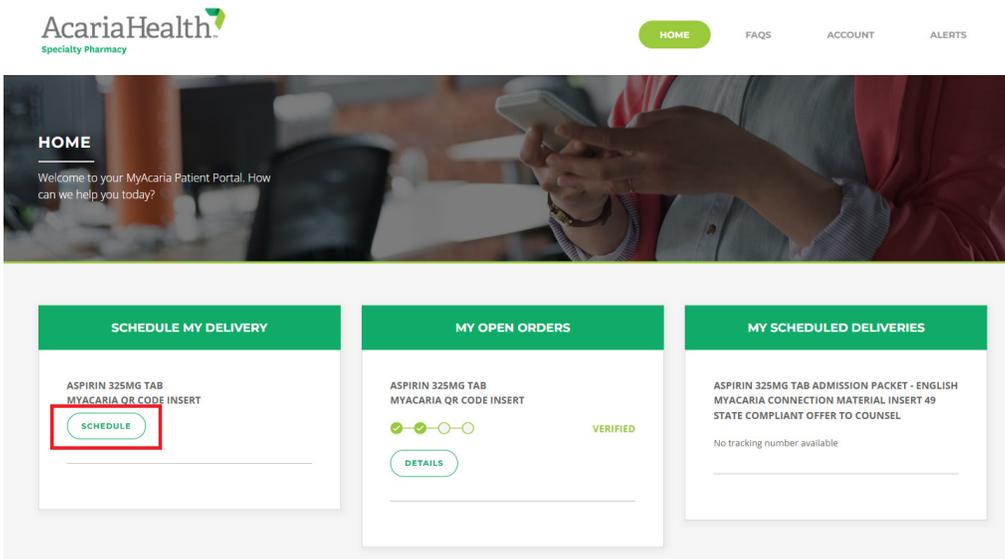


How do I track my orders?

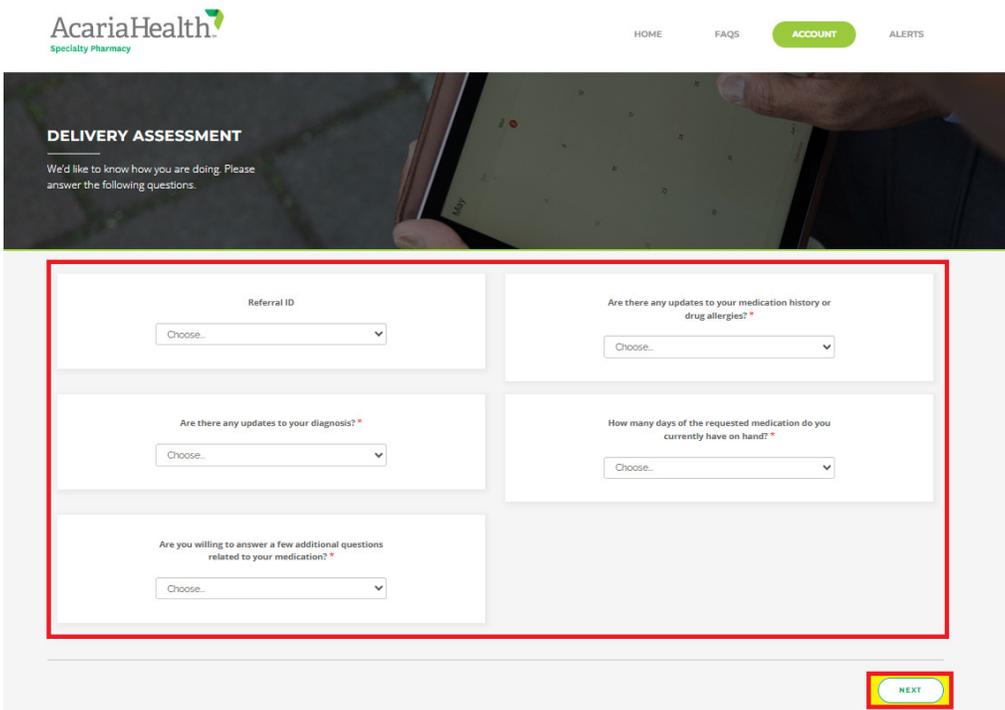
If the courier supports shipment tracking, a tracking link to the courier’s website will appear in the “My Scheduled Deliveries” section on the home page and the “My Scheduled Deliveries” page.

Scheduling an Order

- Click on “Schedule” in the “Schedule My Delivery” section of the home page.



- You will see a “Delivery Assessment” page. Answer all the questions using the dropdown menu options. This assessment takes about 1-2 minutes to complete. Click “Next” to continue.



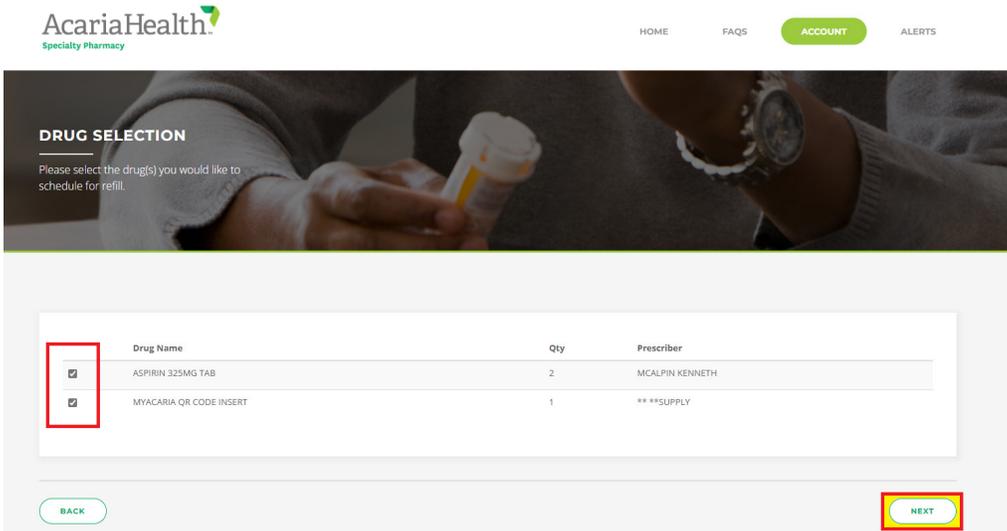
Why do I have to answer questions before I place my order?

Our clinical team needs to know about your medical or health changes, or any concerns you have with your therapy to provide you with the best care. After your answers are reviewed, you will be contacted for follow-up if needed. You can contact us to speak with one of our pharmacists or nurses at any time.

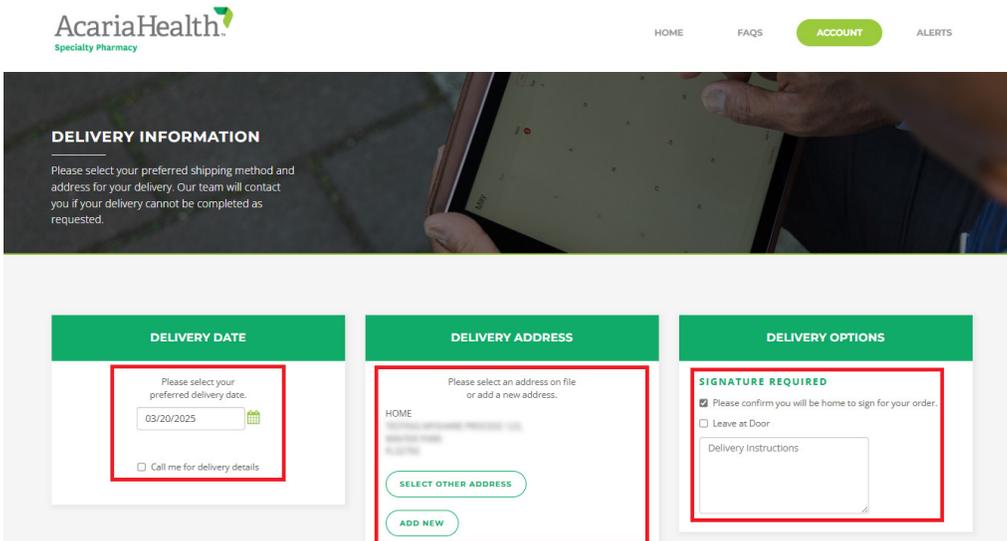
Can I skip the assessment questions and still place my order?

Yes, you can select the button to “Skip” the assessment. You can go back and answer the questions if you change your mind.

- After you have completed the Delivery Assessment, you will see a “Drug Selection” page. Here, you can unselect any medications or supplies that you do not want included in this shipment. Click “Next” to continue.



- You will see a “Delivery Information” page. Here, you can select your preferred delivery date, confirm your shipping address, and confirm your delivery options. Ensure all the information is correct, then click on “Next” to continue.



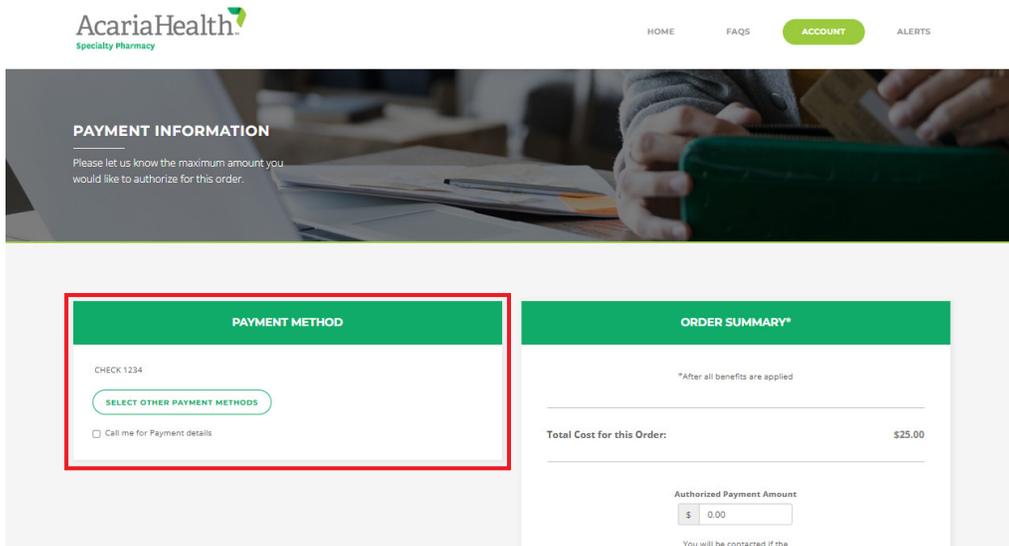
What if I am unavailable for the provided delivery date options?

Email us at MyShare@AcariaHealth.com or check the box that says, “Call me for delivery details.” This box is located under the “Delivery Date” section below the calendar date.

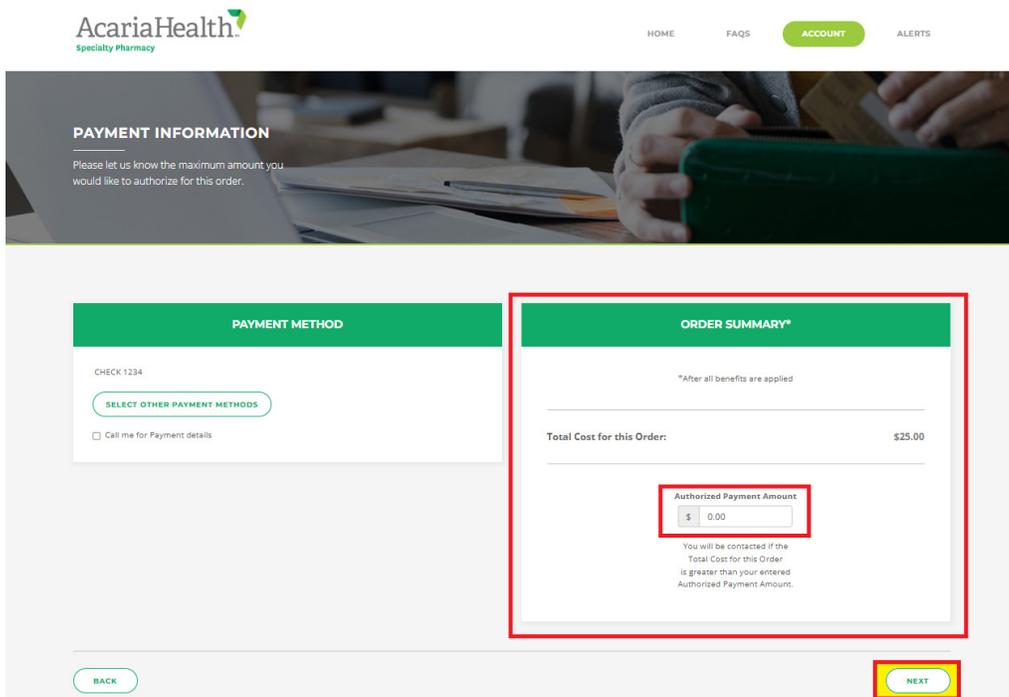
How do I change my shipping address?

Under the “Delivery Address” section, you can select a previous shipping address you already have on file by clicking “Select other address.” To add a new address, select “Add New” and enter in the address details. You can also check the box that says, “Call me for delivery details” in the “Delivery Date” section below the calendar date.

- Once you have confirmed all your delivery information, you will see a “Payment Information” page. Select and confirm your payment method.



- Next, you will see the “Total Cost for this Order” in the “Order Summary” section. Enter the appropriate Authorized Payment Amount, then click on “Next” to continue.



How do I change my credit card information?

Check the box that says, “Call me for payment details.” This box is located in the “Payment Method” section. You can also email MyShare@AcariaHealth.com.

- > In the final step, you will see an “Order Confirmation” page. Review and edit as needed. Ensure that **ALL** information is correct.
 - If you’d like to postpone final submission, click “Save and Come Back.”
 - If you are ready to schedule your order, click on “Final Submit.”

ORDER CONFIRMATION
You're almost done! Please review your selections before submitting.

PATIENT INFORMATION
 PATIENT NAME: [REDACTED] REFERENCE #: [REDACTED] PHARMACY: ACARIAHEALTH PHARMACY #11 INC

PRESCRIPTION DETAILS
 PRESCRIPTION DETAILS: ASPIRIN 325MG TAB [EDIT]

DELIVERY DETAILS
 DELIVERY DATE: [REDACTED] DELIVERY ADDRESS: HOME [EDIT]
 DELIVERY INSTRUCTIONS: [REDACTED]
 Signature Required. Please be at the above address on this date to sign for your order.

PAYMENT DETAILS
 METHOD OF PAYMENT: [REDACTED] MY MAX COST: [REDACTED] [EDIT]

ADDITIONAL REQUESTS
 CONTACT ME REGARDING: [REDACTED]

BACK [SAVE AND COME BACK] **FINAL SUBMIT**

- > Once you click on “Final Submit,” you will see a summary of your order selections. On the home page, you will find the status of your order has changed to “Scheduled.”



What if I don't want to use MyAcaria for scheduling my orders?

Simply login to MyAcaria.com and select “Preferences” from the main menu and click on “Opt Out.” You can also call us at (855) 600-1311 to opt out or change your preferences.

Navigating the Dashboard

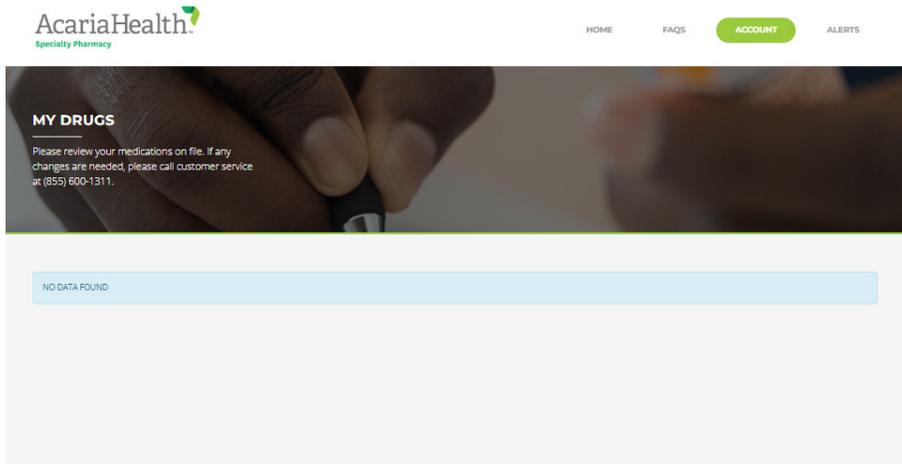
How to navigate the dashboard including Account, Alerts, and FAQs.

Account

When you hover your mouse over “Account” on the top right of your screen, you will see the Account pages. These include Medications, Open Orders, Shipped Orders, Insurance, Preferences, and Past Payments.

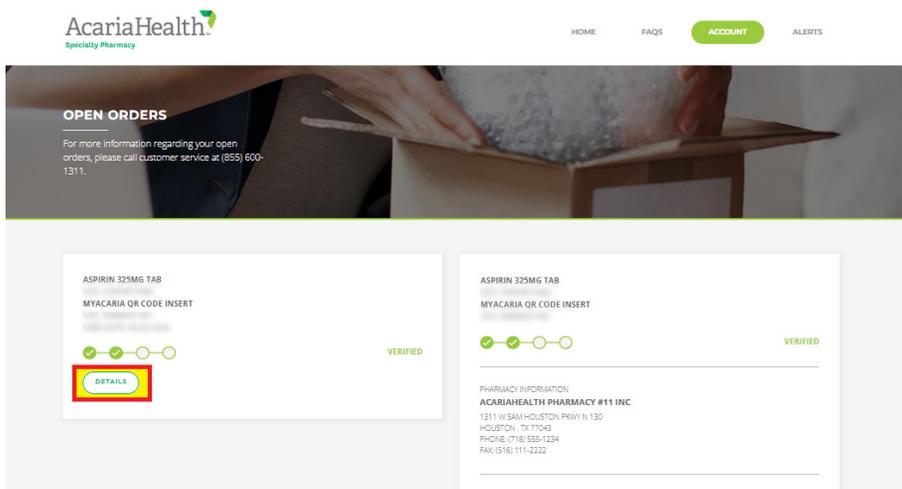
Medications

- The “My Drugs” page provides a list of all medications and supplies that have been dispensed by our pharmacy, and general information such as remaining refills and the expiration date.



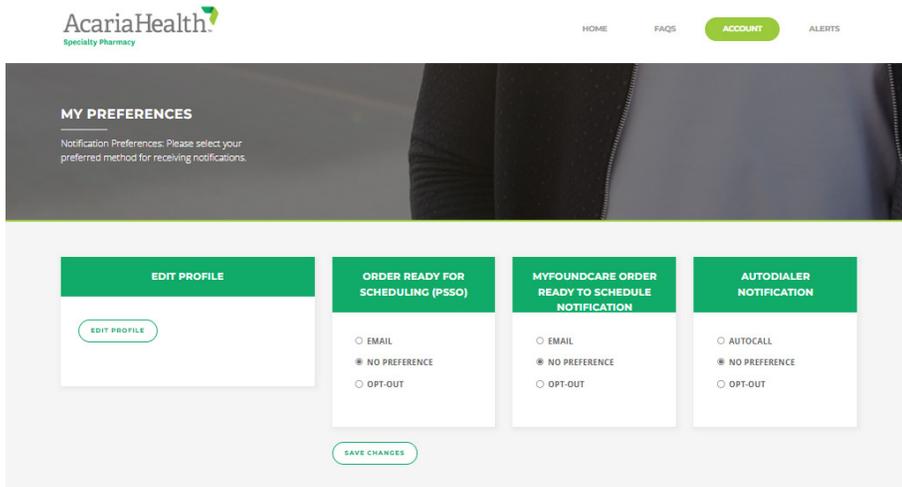
Open Orders

- The “Open Orders” page shows the status of any open referrals that have not yet shipped. Find additional information by clicking on “Details.”
 - When you click on “Details,” you can see information regarding the delivery and the drugs being shipped.



Preferences

- > The “My Preferences” page allows you to update your preferences and opt in or out of any email notifications.
- > In the “Edit Profile” box, you can change your password or update your email address.



How do I change my username?

Username are typically your email address (in order to prevent duplication since email addresses are unique). Username or email address must be changed by a patient care coordinator to ensure that your health information is protected. Email MyShare@AcariaHealth.com if you need to change your username.



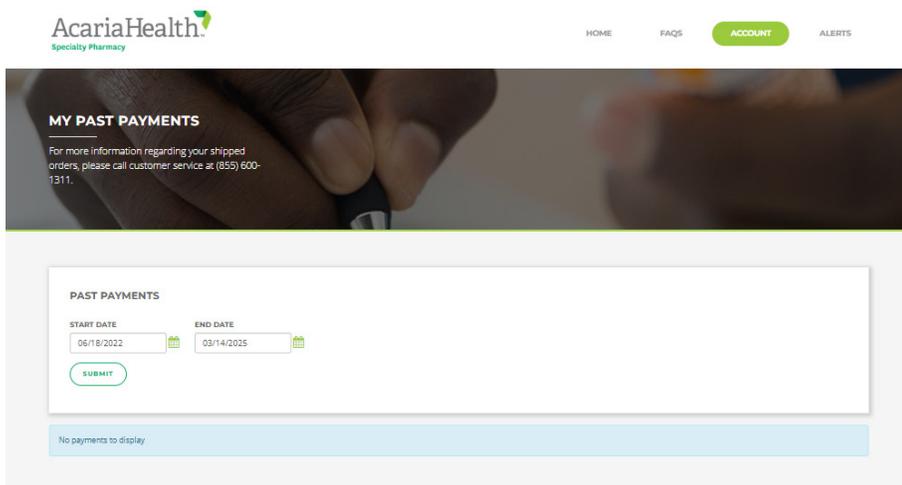
How do I change my password? Go to the “Login” page and click the “Reset Password” button. A password reset email will be sent to your email, which includes instructions and a link to the “Password Reset” page.

What should I do if my password does not work and I get an “Account Locked” message?

Please email us at MyShare@AcariaHealth.com to unlock your account.

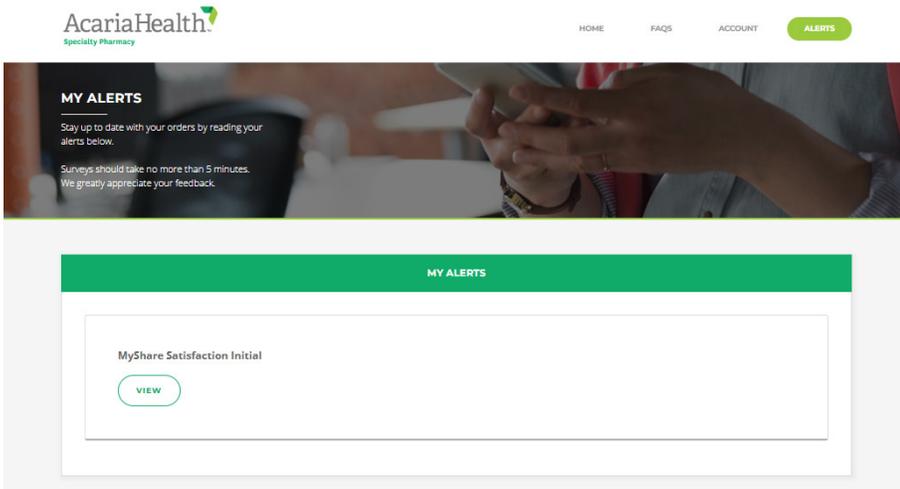
Past Payments

- > The “My Past Payments” page shows a record of all the past payments you have made. Select a date range to view any payments made throughout that period.



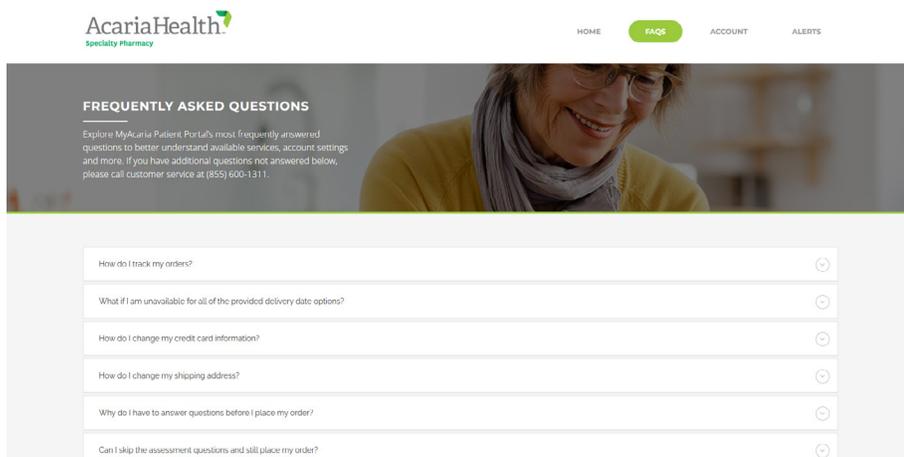
Alerts

- > The “My Alerts” page will display any additional assessments or surveys made available to you, including satisfaction surveys.



FAQs

The “Frequently Asked Questions” page gives answers to common questions regarding the myAcaria Patient Portal.



Order Placement & Scheduling

- > **Why do I have to answer questions before I place my order?** Our clinical team needs to know about your medical or health changes, or any concerns you have with your therapy to provide you with the best care. After your answers are reviewed, you will be contacted for follow-up if needed. You can contact us to speak with one of our pharmacists or nurses at any time.
- > **Can I skip the assessment questions and still place my order?** Yes, you can select the button to “Skip” the assessment. You can go back and answer the questions if you change your mind.
- > **What if I don’t want to use MyAcaria for scheduling my orders?** Simply login to MyAcaria.com and select “Preferences” from the main menu and click on “Opt Out.” You can also call us at (855) 600-1311 to opt out or change your preferences.

Prescriptions

- > **I wish to order a drug or supply that is not showing when I click on “Plan My Order.” What should I do?** Please email us at MyShare@AcariaHealth.com to review your drug list. It is possible that it is too early to refill, that you may be out of refills or that your prescription is not intended to be filled on a monthly basis. A coordinator can assist you with the next steps.
- > **My doctor is changing my therapy and/or calling in a new prescription. Will I be able to order it online?** Any new order or change in therapy will not be available through MyAcaria the first time it is filled. A patient care coordinator will contact you as soon as the new prescription is ready for shipment to schedule your order or you can call us for an update on the order. It will be available to reorder on MyAcaria for your next shipment and you will receive an “Order Ready for Scheduling” email when it is time.
- > **How can I obtain medications not available at the pharmacy?** Please email us at MyShare@AcariaHealth.com so a Pharmacist can answer any questions regarding drug coverage and options available for your care.
- > **How are prescription substitutions handled?** We will notify you when there is a change to the current medication you are taking. Any change in therapy will not be available the first time it is filled through the MyAcaria portal. A patient care coordinator will contact you as soon as the new prescription is ready for shipment. They will assist you with scheduling your order, or you can call us for an update on the order. For all following shipments, your prescription will be available to reorder on the MyAcaria portal and you will receive an “Order Ready for Scheduling” email when it is time.
- > **How can I transfer my prescription to another pharmacy?** In the event our pharmacy location is forced to close down as a result of an emergency, your services will be coordinated with an alternate AcariaHealth branch or subcontracted pharmacy.

Medication Safety

- > **How do I handle medication recalls?** AcariaHealth will receive any information about any drug recalls, and will identify any affected product in the pharmacy inventory. If the recall is extended to a medication you currently have, we will call you in order to retrieve the product and discuss available treatment options.
- > **How do I dispose of medications?** Information regarding how to properly dispose of medications is available in the new patient welcome pack you received with your first fill. Some state and local jurisdictions may have further restrictions or guidance on where to dispose of the medications. If you have additional questions, please email us at MyShare@AcariaHealth.com.
- > **How do I handle adverse reactions?** We encourage you to report any adverse reaction or side effect to one of our pharmacists. Our pharmacists are available at all times to receive calls regarding adverse reactions or side effects and will document the occurrence and offer professional recommendation on how to proceed.
- > **How do I report concerns or errors?** To report concerns or errors, please email us at MyShare@AcariaHealth.com.

Order Tracking & Delivery

- > **How do I track my orders?** If the courier supports shipment tracking, a tracking link to the courier's website will appear in the "My Scheduled Deliveries" section on the home page and the "My Scheduled Deliveries" page.
- > **What if I am unavailable for the provided delivery date options?** Email us at MyShare@AcariaHealth.com or check the box that says, "Call me for delivery details." This box is located under the "Delivery Date" section below the calendar date.
- > **How do I change my shipping address?** Under the "Delivery Address" section, you can select a previous shipping address you already have on file by clicking "Select other address." To add a new address, select "Add New" and enter in the address details. You can also check the box that says, "Call me for delivery details" in the "Delivery Date" section below the calendar date.

Account Settings

- > **How do I change my credit card information?** Check the box that says, "Call me for payment details." This box is located in the "Payment Method" section. You can also email MyShare@AcariaHealth.com.
- > **How do I change my password?** Go to the "Login" page and click the "Reset Password" button. A password reset email will be sent to your email, which includes instructions and a link to the "Password Reset" page.
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Contact Support

AcariaHealth is dedicated to transforming your health with compassionate, personalized care. The myAcaria Patient Portal helps to streamline the medication ordering process, making your treatment journey as smooth as possible. We are here to empower you with the right resources and support, ensuring you have everything you need to stay on track with your treatment.

- > If you have additional questions, please email us at MyShare@AcariaHealth.com.
- > To report any concerns or errors, please email us at MyShare@AcariaHealth.com.

*Transforming Lives With
Compassionate Care*

AcariaHealth 
Specialty Pharmacy

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