

Guide for completing Ucard (ProHeath Connect) Benefit Card transactions within PioneerRx

- Begin your transaction on the Ucard device as shown below:

****It is important to complete the transaction on the Ucard device first to ensure you have a paid transaction prior to completing in POS.**

- Scan Card to verify card is active. If active, the device will display the account balance.

CARD BALANCE will appear with a **VALID** activated member card. The **Create Order** button will populate. **Select Create Order** to move forward with the order.

FAILED will appear when a card is not activated or has expired. The member will need to call the support # or follow instructions on the back of the card. **THE CARD WILL NOT WORK WITHOUT SPEAKING TO THE HEALTH PLAN.**

- Select "Create an Order"
- Scan each item into the Ucard machine utilizing the scan button on the upper left hand side of the unit. ****If an item is not loaded into the system, you can manually add it at this time. Be sure to verify the price in PioneerRx POS.**
- Continue scanning each item until the transaction is completed.
- Once all items are scanned and accepted as eligible items in the UCard device, you will need to scan the items in PioneerRx POS.
- You are now ready to complete the transaction within the UCard device.

On this screen,

*Items can be removed, or the count can be adjusted from items selected.

Press the "Checkout" button to finalize the member's order.

The next "Checkout" screen, below this screen, will give you the option to **Process** or **Close**.

Select the "Process" button to process the order. Press "Close" to Void the order.

The next screen is another transaction example of an order with a **rejected** item.

Total for All items scanned, is \$9.21

A **PARTIAL AUTH** is provided.

This amount is for the eligible item scanned, **\$2.70**.

The amount for the ineligible item is **\$6.51**

If the card holder wants to purchase the ineligible item, they will need to use a different method of payment with the retailer's point of sale.

You can continue and complete the order with the eligible item by printing the receipt, select **Print**.

If the member does not want to continue with the order, select **VOID**.

NOTE: A Void CANNOT BE REVERSED.

- Select Checkout
- If there are any Restricted/ineligible items, the device will display what item(s) need to be removed.
- Confirm the total in PioneerRx match exactly those of which are displayed on the UCard machine.
- Once you have completed the sale and printed the receipt, proceed to PioneerRx to complete.
- Select Total (F12)
- Choose **External Credit** as your payment type from the right hand side of the screen.
- You will not need to enter any information in the pop up box.

****If a patient is picking up prescriptions AND purchasing OTC items with their OTC Benefits Card, the Ucard transaction needs to be completed separately from other purchases including prescriptions.**

The purpose of processing through the UCard device as well as PioneerRX POS is to help accounting keep track of payments received through ProHealth Connect, update BOH within Pioneer and allow PioneerRx to accurately generate a suggested OTC order each day based on the items sold.