Mitchell ScriptAdvisor Quick Reference Guide

Customer Service Information	Pharmacy Processing Information

Customer Service

24 hours a day / 7 days a week / holidays

Toll Free Telephone: 866.846.9279
Fax Number: 949.271.4621
Email Address: scriptadvisorcs@mitchell.com
Website URL: www.mitchellscriptadvisor.com

Information Needed

- Member Name
- Member ID (Claimant Drug Card Number)
  Example: 001-00002-00003

001 [client ID#] 00002 [division/dept. #] 00003 [patient unique member ID #]

- **Rx BIN:** 019082
- **PCN:** MPS

ScriptAdvisor Portal Reference

Customer portal login: www.mitchellscriptadvisor.com
- Login: [click] Login
- Unique Login/Password: [enter] login & password
- Customer Dashboard will appear

Forgot password? Refer to Customer Portal Guide for directions.

Pharmacy Medication Limits	Pharmacy Lookup Tool

First Fill
- Maximum cost: $250
- Maximum day supply: 10 days
- Maximum quantity: N/A

Retail (Point of Sale)
- Maximum cost: $1,500
- Maximum day supply: 30 days
- Maximum quantity: 120

Emergency Fill (after hours/weekends/holidays)
- 3 day supply

Search for in-network pharmacies closest to patient
- Access ScriptAdvisor Portal
- [click] Quick Search (located upper left of screen)
- [click] Pharmacy Locator Tab
- Enter Patient Zip Code/Pharmacy Name/State
- [click] Search

Patient Temporary Pharmacy Card	Drug Look-Up Tool

- Access ScriptAdvisor Portal
- [click] Claimant Management Tab – upper tab
- [click] **Add New Temp Card Tab**
- Enter Patient Information & [click] Submit
- Email from portal to Patient or Print and mail/email
  - Card valid 10 days post submission date

Search for AWP pricing and drug classification
- Access ScriptAdvisor Portal
- [click] Quick Search (located upper left of screen)
- [click] Drug Look-Up Tab
- Enter Drug Name/Drug Class or NDC & QTY
- [click] Search

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