

# OptumRx Home Delivery – Bringing Medications to You

Your pharmacy benefit includes mail service through OptumRx® Home Delivery, which means we can ship your maintenance medications to the location of your choice. Maintenance medications are used to treat chronic (long-term) conditions.

OptumRx offers the following to help you stay on track with your medications:

- Telephone support 24/7
- A personalized member website where you can manage your prescriptions, check your benefits and look up medication prices.
- Apps for iPhone and Android that help you can track your orders, renewal requests and more.
- “Hassle-Free Fill,” which allows you to receive automatic refills of maintenance medications.
- “My Medication Reminders” - available through email or phone - to help you stay on track with your medications.
- Education materials to help you learn about your medications or health conditions.



**Need your medication right away? Request two prescriptions from your prescriber: one for an initial short-term supply (e.g., 30-day supply or the amount allowed by your plan) that your local pharmacy can fill immediately and one for a 90-day supply with three refills (or the maximum amount allowed by your plan) for your doctor to submit to OptumRx Home Delivery.**

## Have you considered ordering a 90-day supply?

- **It's better for your health.** Filling a prescription for a 90-day supply leads to a 15 percent increase in medication adherence, which leads to better outcomes.<sup>1</sup>
- **It's better for your peace of mind** with fewer phone calls to make to renew your prescription.
- **It may be better for your pocketbook.** You may save money by ordering 90-day supplies of your maintenance medications.

<sup>1</sup> <http://www.consultantlive.com/articles/adherence-improves-90-day-medication-supply>

# How to Get Started

You have multiple registration options. Simply select one and follow the steps to register and order your first prescription.

**Online** – Visit your health plan member portal and register for mail order in the pharmacy section. Once you've received your registration confirmation, submit a new prescription.

**Mail** – Complete the registration form included in your enrollment packet. Mail the registration form with your prescription to the address on the registration form.

**Phone** – Call the Member Services number on your member ID card and be ready to provide your member information.

**E-prescribe** – After you have registered, you can ask your physician or pharmacist to e-prescribe your new prescription.\*

*\*By law, e-prescriptions are only valid if sent from a prescriber's office.*



**Free Standard  
Shipping**

---

## Paying for Your Order

Payment can be made by check or credit card at the time of your order. We accept all major credit cards and can keep your payment information on file for future orders. At your request, we keep your payment information secure in your private online account. Simply indicate that you want us to keep your payment for future orders on your registration form or let us know when you place a phone order.

## Looking out for Your Costs

OptumRx Home Delivery reviews all prescriptions to see if a less-expensive generic equivalent is available. Generic medications are equivalent in safety and effectiveness to brand-names, but usually cost much less. It is a common pharmacy practice to substitute generic equivalents for brand-name medications if one is available and permitted by your prescriber. If you have questions about this practice, please call the number on your member ID card.

## Keeping Your Information Secure

We keep your personal information private by following HIPAA compliant guidelines and other applicable state privacy laws, in addition to putting technology in place to keep online information secure.



Have questions or want to learn more  
about your prescription benefits?  
Call Member Services at the number listed  
on your member ID card.

