

Mail Service Pharmacy Program



OptumRx[®] Mail Service Pharmacy makes ordering maintenance medications easy and saves you both time and money compared to a retail pharmacy.

Using your mail order benefit entitles you to a 90-day supply at a discounted price, where through a retail pharmacy you receive a 30-day supply. Plus, shipping is at no cost to you — so you do not have to drive to your local pharmacy.

- Save time
- Save money
- Convenient door-to-door service

OptumRx uses generic products whenever possible to help reduce your medication costs. Generic medications are FDA approved equivalents to the more expensive brand-name version. If you or your physician prefers the brand-name, please indicate this on your order. Please be aware that the brand-name medication may be subject to a higher copay as determined by your Plan. Contact Customer Service for information about your copays.

Your Medication Safety Is Protected by Our Professional Staff

Every prescription submitted to OptumRx is screened by our team of registered pharmacists for accuracy, drug interactions, allergies and appropriateness of therapy. OptumRx maintains a complete record of all of your current medications, regardless of where you had them filled.* If for any reason we believe your prescription needs clarification, we will contact you or your physician. If we are unable to resolve the issue and we anticipate a delay in shipping your order, we will contact you.

- Professional staff
- Accuracy
- Quality
- Medication screening

Four Ways to Get Started Using Mail Service

1 Your Physician Can Fax Us

If you would like to save mailing time to OptumRx, your physician can fax your prescriptions directly to our processing center at **1-800-491-7997**, 24 hours a day, 7 days a week. (NOTE: Faxed prescriptions can only be accepted from your physician's office).

2 Your Physician Can Phone Us

OptumRx offers the convenience of accepting phoned in new prescriptions and refill renewals directly from your physician's office. Our pharmacist phone team can be reached at **1-800-791-7658**, 8 a.m.–8 p.m. CT, Monday–Friday, excluding certain holidays; TTY/TDD **1-800-498-5428**.

3 You Can Mail in Your Prescriptions

- For newly prescribed medications, ask your physician to write two prescriptions: one for a 30-day supply to get you started (to be filled at your local pharmacy), and one for a 90-day supply plus additional refills to be submitted for mail order.
- For medications you are currently taking, ask your physician to write a prescription for a 90-day supply plus refills.

**medications filled using your pharmacy benefit*

4 We'll Call Your Physician for You

OptumRx will contact your physician to request your prescriptions be converted to a 90-day supply.

- Provide your medication names and dosages along with your physician's name and phone number.
- Call the number on the back of your ID card 24 hours a day, 7 days a week; TTY/TDD **1-800-498-5428**.

Packaging and Delivery

To ensure that your order is delivered to you in a timely manner, OptumRx uses USPS along with other national carriers. Standard delivery is at no cost to you, and most orders should arrive in about seven days after we receive your complete order. Refills are usually processed and shipped within 48 hours after the request is received (please allow for postal delivery time). Each shipped order will include a reorder form and detailed drug information for each medication. Refrigerated items are shipped next day delivery in a styrofoam container with ice packs. For certain medications such as controlled substances, "signature service" may be required.

If we need to contact you or your physician about your order, delivery may take longer. If you prefer rush delivery, your order can be shipped overnight for an additional charge. You should fill your prescription(s) locally if you're out of your medication(s) and can't wait for your mail order prescription to arrive.



Refills Are Even Easier

OptumRx makes ordering refills or checking how many refills you have available very easy. Refills can be ordered online at www.optumrx.com, via the automated phone system, or by calling Customer Service. In addition, you will receive a reorder form with each shipment that can be mailed in for processing at your convenience. Once you register online, you will receive an email reminder when it's time to refill your medication.

If you would like a consultation with one of our pharmacists, or you have questions or concerns regarding your medications, pharmacists are available 24 hours a day, 7 days a week. Please call the number on the back of your ID card to speak with one of our licensed pharmacists.



OPTUM™

www.optumrx.com

OptumRx specializes in the delivery, clinical management and affordability of prescription medications and consumer health products. We are an Optum company — a leading provider of integrated health services. Learn more at www.optum.com.

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