

Frequently asked questions about OptumRx home delivery

Home delivery

How does OptumRx home delivery work?

- Home delivery lets you order up to a 90-day supply of medications you take regularly
- You would submit your order online, through the app, or by phone or mail
- OptumRx fills your order, ships it to you, and lets you know when to expect your delivery

What are the advantages of using OptumRx home delivery?

OptumRx home delivery is a convenient, cost-effective and safe option for medications you take regularly.

- Medications will be delivered directly to your door, which means fewer trips to the pharmacy
- You will receive up to a 90-day supply, which may save you money on copays
- Pharmacists will be available by phone 24 hours a day, 7 days a week to answer questions
- You can set up automatic reminders to help you remember when to take your medication and refill your prescriptions
- Enroll in our Hassle-Free FillSM program and we'll automatically refill and deliver your eligible maintenance medications to you

How do I order my prescriptions from OptumRx home delivery?

There are four ways to place a home delivery order:



By ePrescribe. Your doctor can send an electronic prescription to OptumRx



Go online. Visit the website on your member ID card



By mobile app. Open the OptumRx App, which you can download from the Apple[®] App Store[®] or Google Play[™]



By phone. Call the toll-free number on your member ID card

Once I place a home delivery order, how quickly will I get my medication?

New and refill prescription orders will arrive within four to seven days from the date OptumRx receives the completed order.

Can I manage my home delivery prescriptions online?

Yes. You are able to access your prescription and home delivery information online or through the mobile app. You can also check order status, place prescription orders and set up convenient automatic refills through our Hassle-Free Fill program.

Questions?



Visit **optumrx.com**



Call us at the toll free at the number listed on your member ID card



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 optum.com.

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