

Frequently Asked Questions

Why should I use OptumRx® for my prescriptions?

Home delivery from OptumRx is a convenient and cost-effective way for you to order up to a 90-day supply of maintenance or long-term medication for delivery to your home, office or location of your choosing. You will minimize trips to the pharmacy and save money on your prescriptions.

What is a maintenance medicine?

A maintenance medicine is taken on a regular basis for long-term conditions such as arthritis, diabetes, high blood pressure, ulcers and many others. You can save money on these medicines by filling a 90-day supply and using your OptumRx home delivery pharmacy benefit.

How do I use home delivery?

1. Have your doctor write your prescription for the number of days your plan allows for home delivery (for example, 90 days). Note: If you need your medicine right away, ask your doctor to write two prescriptions. Fill the first one at your local drug store. Mail the second one to OptumRx.
2. Fill out an order form. This form includes a confidential patient profile section for you and any family members. Write the member identification number, patient name and patient date of birth on the back of each prescription.
3. Mail the form with the prescription(s) and co-payment to:
OptumRx, PO Box 2975 Shawnee Mission, KS 66201-1375
4. We will ship orders to the address entered on the form.
5. Check your order upon receipt. Make sure you review your order within 21 days of receipt. Contact us immediately to report any issues. Member service representatives and clinical pharmacists are available to discuss any questions at our toll-free number that is located on the back of your prescription ID card.

How do I refill a prescription I have already received through OptumRx?

Do one of the following:



Visit our website: optimahealth.com/members.



Call OptumRx toll-free: 1-866-244-9113.



Send in the refill slip that came with your previous order. Be sure to include your co-payment. Mail it to OptumRx.

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How do I fill a new prescription?

- Fill out an order form. Write the member ID number, patient name and patient date of birth on the back of each prescription.
- Mail the form to OptumRx. Include the prescription(s) and payment information.

How can my doctor order a prescription for me?

- Doctors may call our toll-free number to prescribe your medication(s).
- Doctors may fax prescriptions to 1-888-637-5191.
- In addition to prescription information, your doctor must provide member ID number, patient name and patient date of birth.

Note: To be legally valid, the fax must originate from the physician's office. All state laws apply.

Timing and shipping

When will I receive my order?

You should receive your order within 14 days from the time OptumRx receives your prescription. Once received, a prescription typically takes one to two days to be processed and mailed if no additional information is required. Please allow a few extra days for your first order. If you have questions or do not receive your order within 14 days, please check the website at optimahealth.com/members or contact us at **1-866-244-9113**.

What situations may cause a delay in prescription processing?

Situations that may create a delay include an incomplete or unreadable prescription, manufacturer backorders and medications that require prior authorization. We will notify you if there will be a delay with your prescription shipment. Your prescriptions ship in separate packages if necessary.

Note: Orders received without payment may cause processing delays and extended delivery times.

Am I charged for shipping?

No, shipping is free. However, OptumRx also offers expedited shipping for an extra charge.

How can I check on the status of my prescription order?

Visit optimahealth.com/members or call us at **1-866-244-9113**. Plan members who create an account on optimahealth.com/members will receive email notification when a prescription is shipped.

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If I pay for rush shipping, when will it arrive?

Rush shipping reduces the time in transit only. The actual prescription processing time does not change and can vary due to quality checks we perform or exceptions that may arise. Possible exceptions include needing additional information from your doctor, prior authorizations or drug interactions. These steps promote the health and safety of plan members and provide the highest level of quality when processing your prescriptions.

Why am I receiving overnight shipping when I did not request it?

We ship certain medications overnight at our expense due to special handling requirements. This may apply to prescriptions for controlled substances or medications that are temperature sensitive.

What happens if I don't receive my order?

If you do not receive your order within 14 days, please contact us toll-free. We will reship your order to you as it is our priority to ensure you have the medication you need.

Prescription refills

How do I know whether I have refills remaining on my prescription?

The number of refills allowed is noted at the bottom of your medication label, on your refill form and can also be found on the [optimahealth.com/members](https://www.optimahealth.com/members) website.

How soon can I order a prescription refill?

For most prescriptions, you may reorder when you have approximately 3 weeks of your prescription left. Your medication label includes a target date for refilling the prescription.

- When ordering refills from OptumRx using the automated phone system, you will receive a message if your prescription is "too soon to refill." You will be given the date when refills will be available.
- If you place a refill order after the expiration of your prescription, or if no refills are remaining, we will contact your physician for a new prescription. This may cause a slight delay.

I have a prescription on file at a retail pharmacy; can I order refills from OptumRx?

Yes, however a new prescription from your doctor is recommended.

Medication coverage and cost

What drugs are covered?

Your plan decides which medications are covered through OptumRx. To verify coverage please go to [optimahealth.com/members](https://www.optimahealth.com/members), or call our toll-free number.

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How much will my medicine cost me?

The easiest way to determine the cost of your prescription is to log in to optimahealth.com/members.

How can I pay for my home delivery prescriptions?

Checks, money orders or major credit cards can be used to cover your co-payments. Credit cards are preferred to allow for variations in the prices of drugs and are required when placing an order through our website. For your convenience, your credit card number will be maintained on a secured site for future orders.

Miscellaneous

How do I obtain additional order forms?

You can print order forms at optimahealth.com/members. You also receive a reorder form, refill form and pre-addressed envelope with each prescription mailed to you.

Can I speak with a pharmacist if I use OptumRx home delivery?

Yes, pharmacists are available to answer questions regarding your medication at **1-866-244-9113**.

Can I fax my prescription that I received from my doctor?

No. Legally, OptumRx is only allowed to accept faxed prescriptions from your doctor's office.

Is my information kept private?

Yes. We ask you for some personal information and we keep this information completely private. We use this information to help make sure you get the best care possible.

Why did I receive less than a 90-day supply of my prescription?

The most common reason is that your doctor may have only written the prescription for 30 days or a prepackaged medication may not be packaged as a 30-, 60- or 90-day supply. Remember to ask your doctor to write a prescription for up to a 90-day supply, with up to three refills, if your doctor determines it's appropriate.

What is a "controlled" medicine?

A controlled medicine, such as a narcotic, has stricter guidelines and may be handled differently than non-controlled medicines, such as a medication for diabetes. We adhere to federal and state laws in the dispensing of all medicines. State law may require a copy of a state-issued ID, such as a driver's license, for controlled medications to be dispensed.



Call OptumRx home delivery toll-free: **1-866-244-9113**



or visit: optimahealth.com/members

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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