

## OptumRx home delivery patient expectation sheet

Congratulations on choosing OptumRx<sup>®</sup>, the cost-effective and convenient way to order medication.

### What to expect

#### Next Steps

**OptumRx will process your prescriptions and:**

- OptumRx will call Medicare patients to get consent to ship your medications.
- OptumRx will call patients for billing information if a copay is required.

#### Medication payment

**How do I pay for prescriptions requiring a copayment?**

We have several secure, convenient payment options including check by phone, credit card, debit card and Automated Clearing House (ACH).

#### Timing and shipping

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

Call OptumRx toll-free at **1-800-562-6223, TTY 711** any day, anytime OR visit the website at **optumrx.com**. You can also opt in for email shipping notifications through our website.

**How long does it take to get my home delivery order?**

Prescriptions from OptumRx generally arrive within 3-5 business days.

**Is there a charge for shipping?**

Standard shipping is free. Overnight shipping is available for an extra charge.

**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 if I have questions about my order?**

Please contact us at **1-800-562-6223, TTY 711**.

## 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.

### How soon can I order a prescription refill?

For most prescriptions, you may reorder when you have about 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 hear a message if your prescription is “too soon to refill.” You will be given the date when refills can be ordered.
- If you place a refill order after your prescription expires or if no refills are left, we will contact your doctor for a new prescription.

### Can I get refill reminders?

Go to our website at [optumrx.com](https://www.optumrx.com) or call us at **1-800-562-6223, TTY 711** to sign up for phone, text, or email reminders. Reminders are available by phone, text or email to help you take your medications as prescribed by your doctor.

### Can I ship my medication to a different location if I travel?

Yes. Call us and we will work with your doctor to ship your medication to the location you choose in the United States.

## Quality and privacy

### How do you ensure that my medication is shipped safely and accurately?

Before shipping, we run 16 safety checks to ensure accuracy and quality. Once we are ready to ship, your medications are stored in eco-friendly, temperature-sensitive, water and tamperproof packaging. Shipping envelopes are discreet and private.

### How are medications shipped that need refrigeration?

Temperature-sensitive medications are shipped via FedEx overnight in packaging that is designed to keep the medicine's required storage temperature for up to 35 hours.

### Is my information kept private?

Yes. We ask you some personal information to ensure the best possible care and we keep it private. OptumRx follows HIPAA (Health Insurance Portability and Accountability Act of 1996) guidelines.

Questions? Call OptumRx at **1-800-562-6223, TTY 711**, 24 hours a day, 7 days a week.



OptumRx is a pharmacy care services company helping clients and more than 65 million members achieve better health outcomes and lower overall costs through innovative prescription drug benefits services.

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