

Welcome to Optum Home Delivery



Thanks for choosing Optum® Home Delivery. You'll enjoy a cost effective and convenient way to get medication delivered right to your door.

How home delivery works for you



What to expect

When our pharmacy receives the prescription request from your doctor, we begin processing your 3-month supply of medications and will:

- Perform quality checks for safety and accuracy.
- Call you if you are a Medicare patient to gain your consent to ship the prescription.
- Call you and confirm billing information if a copay is required.



Payment

How do I pay for prescriptions requiring a copayment?

Optum Home Delivery offers the following secure and convenient payment options:

- Pay using credit/debit card or pay by phone using a check.
- Easy Payment Plan – payment for your 90-day supply is spread over three smaller monthly installments.

Reminder. No credit card is needed for \$0 copay medications.





Shipping

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

Call us at **1-800-562-6223**, TTY **711**, anytime 24 hours a day, 7 days a week. You can also visit [OptumRx.com](https://www.optumrx.com) or download the Optum Rx mobile app from Apple® App store® or Google Play™ store for your mobile phone. You can also set up phone text and email notices for order updates and shipping status.

How long does it take to get my order?

Medications generally arrive within 3 to 5 business days after we receive your completed order.

Is there a cost for shipping?

There is no cost for standard shipping. 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 call us at **1-800-562-6223**, TTY **711**, 24 hours a day, 7 days a week.



Refills

How do I know if 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 prescription label includes a “Next refill date”. This date indicates the earliest date you can refill the medication. We recommend you refilling your medications at least 7-10 days before running out to allow ample time for processing.

- When ordering refills using the automated phone system, a message will confirm 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?

Yes, you can get refill reminder via phone, text or email. Go to **OptumRx.com** or call **1-800-562-6223**, TTY **711** to sign up.

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

Yes, you can have your medications shipped to your address of choice within the U.S. Go to **OptumRx.com** or call **1-800-562-6223**, TTY **711** to set up.



Quality and privacy

How are medications shipped?

Before shipping, Optum Home Delivery performs safety checks to ensure accuracy and quality before your medication is shipped. Your medication will arrive packaged in a discreet and private envelope.

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, home delivery follows HIPAA (Health Insurance Portability and Accountability Act of 1996) requirements. All personal information you provide during the fulfillment process is kept private to ensure the best possible care delivery of your medication.

Get started or order your refills today

Sign up or log-in at **OptumRx.com**

Use your smartphone to scan the QR code below.
Log into your account or register.



Need help? Call **1-800-562-6223**, TTY **711**.



Our promises

There are some things in life we depend on. Medication is often one of them. We promise to deliver simple ways to get the medication you need.

Affordability

We help you find the medications you need at the lowest price available to you.





Accessibility

Everything we do centers on getting you the medication you need, when you need it, your way.

Advocacy

We'll be here to guide you any time you need us with compassionate care and a simple experience.

Get the most out of your prescription benefits

-  **Worry-free auto refills**
Sign up for easy automatic refills* so you never run out of the medication you need.
-  **Compare and save**
With our easy-to-use drug search tool, you can find the best medications and pricing options.
-  **Manage prescriptions on the go**
Download the Optum Rx app to easily manage your medications, claims and orders from any mobile device.
-  **Stay on track**
Set your own notification schedules with medication reminder alerts.

Questions?

You can also **talk to a pharmacist** any time, 24/7, from the privacy of your home.

 **1-800-562-6223,**
TTY 711

 **OptumRx.com**

Optum

Optum.com

* Eligible medications only.

Optum Home Delivery is a service of Optum Rx. Optum Rx 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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