

Frequently Asked Questions

1. Can the OptumRx Mail Service Pharmacy help me save money compared to a retail pharmacy?

Yes, most plans entitle members to a lower copay when they receive their medications through the mail service pharmacy.

2. Does the OptumRx Mail Service Pharmacy have other ways to help me keep costs down?

Yes. One way is by identifying less expensive alternatives to brand-name medications that you may discuss with your doctor.

3. Can the OptumRx Mail Service Pharmacy ship medications that need refrigeration?

Yes. Perishable medications are shipped expedited at no charge in temperature-controlled packages when appropriate.

4. How are medications sent through the mail?

All medications are sealed helping to protect your safety and privacy.

For more information, call the toll-free member phone number on the back of your health plan ID card or visit myuhc.com.[®]



myuhc.com

If you currently have UnitedHealthcare pharmacy benefits administered by Medco, OptumRx™ Mail Service Pharmacy will be the mail order pharmacy for new business after January 1, 2012, and for current UnitedHealthcare customers after their transition to OptumRx pharmacy benefit services in 2013.

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Discover the convenience of the **OptumRx™ Mail Service Pharmacy**

As part of your pharmacy benefit, you may be able to save money and time by using the mail service pharmacy.



Personalized attention, safety, and savings – the advantages of the OptumRx™ Mail Service Pharmacy.

Depending on your benefit plan, you could save money by ordering a 3-month supply of medication for just one mail-order copayment/coinsurance*. Your medications are shipped to you with standard shipping at no cost to you.

Help managing your ongoing medications

You will have 24/7 access to pharmacists who are trained on the medications used to treat a specific condition, such as diabetes. They are available by phone to review your medications. If there is a potential problem, an OptumRx pharmacist will contact your doctor.

With mail service you'll get:

- ▶ 24/7 phone access to pharmacists
- ▶ Information about potential lower-cost medication options
- ▶ Standard shipping at no cost to you
- ▶ A state-of-the-art dispensing process with multiple quality checks for safety and accuracy



*You may need to meet a deductible before copayment/coinsurance applies.

Getting started is simple and easy



Online:

- ▶ Log on to **myuhc.com**[®]
- ▶ Click on “*Manage My Prescriptions*” and select “*Transfer Prescriptions.*”
- ▶ Select the medications you would like to transfer to the mail service pharmacy.



By mail:

- ▶ Ask your doctor for a new prescription for up to a 3-month supply, plus refills for up to one year (if appropriate).
- ▶ Go to **myuhc.com** and download an order form
- ▶ Mail the new prescription and order form to the address provided



By fax:

- ▶ Ask your doctor for a new prescription as described above.
- ▶ Your doctor can call **1-800-788-4863** for instructions to fax prescription(s) directly to the OptumRx Mail Service Pharmacy. (NOTE: Faxed prescriptions can only be accepted from your doctor's office.)

Once OptumRx receives your complete order for a *new* prescription, your medications should arrive within ten business days – completed *refill* orders should arrive in about seven business days. If you need your medication right away, ask your doctor for a 1-month supply prescription you can fill at a participating retail pharmacy.