

# Frequently asked questions about home delivery/mail order

## Why should I use home delivery/mail order for my prescriptions?

Optum Home Delivery, administered by Optum Rx, is a convenient and cost-effective way to have up to a 90-day supply of maintenance or long-term medication delivered to your home, office, or location you choose. With home delivery/mail order, you will make fewer trips to the pharmacy and save money on your prescriptions.

## What is a maintenance medicine?

A maintenance medicine is one you regularly take for long-term conditions such as arthritis, diabetes, high blood pressure, ulcers, and many others.

## How do I set up home delivery/mail order for a new prescription?

1. Have your doctor write your prescription for a 90-day supply, plus refills.
2. If your doctor writes an electronic prescription, your doctor can:
  - Call the pharmacy benefits number on the back of your ID card, select the physician option, and select the 90-day option, or
  - Electronically submit your prescription for home delivery/mail order through OptumRx
3. If your doctor gives you a paper prescription, you must fill out a *New Prescription Mail-In Order Form*.<sup>\*</sup> Be sure to answer all the questions on the form. You must also write your member ID number, name, and date of birth on the back of each prescription. If you are submitting a prescription for a family member, fill out an order form for that member and include their information on the back of the prescription.
  - a. Mail the form with the prescription(s) and copy to the address on the form.
  - b. OptumRx will ship orders to the address you provide.

Make sure you review your order within 21 days of receiving it. Contact OptumRx immediately to report any issues. Member service representatives and clinical pharmacists are available to discuss any questions. Call the number on the back of your ID card.

## How do I set up home delivery/mail order for an existing prescription?

1. Log in to the website listed on the back of your member ID card.
2. Click the *My Care* tab and select *Pharmacy Mail Order/Home Delivery*.
3. Click the *Benefits and Claims* drop-down menu and select *Claim History*.
4. From your current retail claims list, click the *Claim Detail* button next to the prescription you want transferred to home delivery/mail order.
5. From the Claims Details page, click the *Transfer to Home Delivery* button. This will generate a request to transfer your prescription to home delivery/mail order.

Make sure you review your order within 21 days of receiving it. Contact OptumRx immediately to report any issues. Member service representatives and clinical pharmacists are available to discuss any questions. Call the number on the back of your ID card.

## How do I refill a prescription I have already received through home delivery/mail order?

You can easily manage and order refills:

- Online through the member website listed on the back of your member ID card
- Over the phone, using the pharmacy benefits number on the back of your ID card

## Timing and shipping

### When will I receive my order?

You can track your order online through the website on the back of your member ID card.

### What could cause a delay in prescription processing?

Your prescription could be delayed if:

- Your prescription is incomplete or unreadable
- There is a manufacturer backorder
- Your medication requires prior authorization from your doctor
- Your medication requires prior consent from you
- Your doctor's office sent the prescription to an incorrect location

OptumRx will notify you by phone if there is a delay with your prescription shipment. If they do not hear back from you within 14 business days, the order will be canceled. Your prescriptions may ship in separate packages to avoid delaying your whole order, if necessary.

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

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

Visit the website or call the number on the back of your ID card.

### Am I charged for shipping?

No, standard shipping is free. Rush shipping is available at an additional cost.

### If I pay for rush shipping, when will my prescription arrive?

Rush shipping reduces only the shipping time for your order. It does not affect the time it takes to process your prescription at our pharmacy. Quality checks and exceptions (such as needing additional information from your doctor, prior authorizations, or drug interactions) can delay your prescription.

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

Certain medications with special handling requirements are shipped overnight at no charge to you. These medications may include 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 the pharmacy benefits number on the back of your ID card. Your order will be reshipped.

## 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 on the website on the back of your ID card.

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

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

- If you place a refill order before your target date, you will receive a message that 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 remain, we will contact your doctor for a new prescription. This may cause a slight delay.

### I have a prescription on file at a retail pharmacy. Can I order refills by home delivery/mail order?

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

- We can either contact the doctor for a new prescription
- You can ask your doctor to contact us
- You can ask the retail pharmacy to contact the doctor and have it transferred to home delivery/mail order.

## Medication coverage and cost

### What drugs are covered?

Your plan decides which medications are covered through home delivery/mail order. To look up a specific medication, visit the website listed on the back of your ID card or call member services at the number on the back of your ID card.

### How can I pay for my home delivery/mail-order prescriptions?

You can pay by check, money order, or major credit card. When you set up an online profile, you can choose to have a preferred credit card securely kept on file for future orders. **Please do not send cash.**

### How much will my medicine cost me?

You can look up the cost of your prescription on the member website or by calling the number on the back of your ID card. Please note that the cost of the prescription provided is only an estimate.

## Miscellaneous

### How do I get additional order forms?

You can print order forms from the website listed on your ID card.\* You can also contact our customer service team to request additional order forms. You will 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 home delivery/mail order?

Yes, pharmacists are available to answer any medication questions. Call the number on the back of your ID card and follow the prompts to state that you're a member and calling for home delivery/mail order. A mail-order specialist will connect you with a pharmacist.

### Is my information kept private?

Yes. Your personal information is kept completely private.

### 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 larger day's 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 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.

### Can I return a medication?

Once an order has been submitted, it cannot be changed, canceled, refunded, or returned.



### Questions?

Call us at the number listed on your member ID card or visit the website listed on your ID card.

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\*You can find the *New Prescription Mail-In Order Form* by logging into the website listed on the back of your ID card and selecting the Resource Center link from the drop-down menu at the top right of the page next to your name. The form is under the Pharmacy category.

OptumRx is an Optum® company — an independent company that provides home delivery, specialty, and infusion pharmacy services.

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