

# Welcome

A guide to using your  
Pharmacy Benefit Services.



**Live your life.  
Enjoy your life.**

- Welcome to your pharmacy benefit services
- Making informed pharmacy decisions
- Programs designed to save you money
- OptumRx® Mail Service Pharmacy
- Information online and on the go



**UnitedHealthcare®**

# Welcome to your Pharmacy Benefit Services

## Get the most out of your pharmacy benefit services

---

- ▶ We provide access to a wide variety of U.S. Food and Drug Administration FDA-approved prescription medication.
- ▶ Our programs and tools are designed to help you make informed decisions about your choice of prescription medication and pharmacy products.
- ▶ The more you know about what choices are available, the better you can decide what is best to meet your health needs.

## The right medication for you

### Make informed decisions

---

#### UnitedHealthcare Prescription Drug List (PDL)

The PDL includes most brand and generic prescription medications approved by the U.S. Food and Drug Administration (FDA). Medications are placed on “tiers” based on our evaluation about their overall value. Tier 1 is the lowest-cost option. When selecting a medication, you and your doctor may consult the PDL to see if there is a Tier 1 (lowest cost) option that your doctor thinks is right for you.

#### Specialty medications

Specialty medications are high-cost and may be used to treat complex conditions. For most plans, these medications are managed through the Specialty Pharmacy Program. Take advantage of this personalized support designed to help you get the most of your treatment plan. The Specialty Pharmacy Program offers access to pharmacists around-the-clock, cost-savings information, and much more. Visit [UHCSpecialtyRx.com](http://UHCSpecialtyRx.com) or call the number on the back of your health plan ID card to learn more.

#### Want to learn more about a specific medication?

Log on to [myuhc.com](http://myuhc.com) and click *Manage My Prescriptions* to access details about your medication.

### Save money

---

#### Look for potential lower-cost alternatives

Log on to [myuhc.com](http://myuhc.com) to look for your lowest-cost options. Ask your doctor if a lower-cost alternative medication may be right for you.

#### Generic options

Approximately 75% of brand medications have generic equivalents available. A generic equivalent contains the same active ingredients (the chemicals that make a medication work) as the brand name version of the medication and meets the same FDA standards.

# Get medication delivered right to your door

## With the OptumRx Mail Service Pharmacy you get:

### Savings

- ▶ Depending on your benefit plan, you may save money by having your doctor order a three-month supply of medication.

### Pharmacists on call

- ▶ Pharmacists are available to answer your questions about your medication anytime, any day.

### Helpful reminders

- ▶ Set up text and email reminders to take or refill your medication through [myuhc.com](http://myuhc.com).<sup>1</sup> You can also set up automatic refills by enrolling in our Hassle-Free Fill<sup>SM</sup> program.

## To set up home delivery, follow these simple steps:

### 1 Talk to your doctor

Get the right prescription. Ask your doctor for a three-month supply with refills for up to one year (if appropriate).

### 2 Contact OptumRx Mail Service Pharmacy one of these ways



**Phone:** Call the member phone number on the back of your health plan ID card to talk with a customer service representative right away. It's helpful to have your health plan ID card and medication bottle available. The representative can also contact your doctor directly if you need a new prescription.



**By fax or ePrescribe:** Ask your doctor to call **1-800-791-7658** for instructions on how to fax your prescription directly to OptumRx Mail Service Pharmacy. Or your doctor can send an electronic prescription to OptumRx Mail Service Pharmacy.



**By mail:** Ask your doctor for a new prescription for up to a three-month supply, plus refills for up to one year. Then go to [myuhc.com](http://myuhc.com) and download the New Prescription Order Form.<sup>2</sup> Mail to the address provided on the bottom of the form.



**Online:** Log on to [myuhc.com](http://myuhc.com) and click on *Manage My Prescriptions*.

Once OptumRx receives your complete order for a new prescription, your medication should arrive within 10 business days. Completed refill orders should arrive in about seven days.

1. OptumRx provides this service at no cost. Standard message and data rates charged by your carrier may apply.

2. The information you supply on the order form is kept confidential in accordance with applicable laws. The health and allergy information you provide helps the pharmacist check for possible problems with some medications.

# Information when you need it

## Your online tools

**myuhc.com** provides you access to the tools and information you need any time:

- ▶ Look up possible lower-cost medication alternatives.
- ▶ Compare medication pricing and options.
- ▶ Manage your mail service pharmacy account.
- ▶ View your prescription history.
- ▶ Set up email or text message reminders to take medication and order refills.<sup>3</sup>

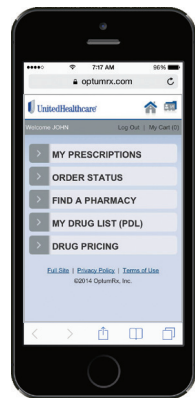


**Note:** Some sections are only available if you are logged in to your account. Not all sections of the website are available to all members — access to features and tools are determined by your benefits plan.

## Convenient Mobile Access:

Access your pharmacy benefit and mail service prescriptions from your smartphone, iPad or other handheld device by logging in to **optumrx.com**. Here you can manage your pharmacy benefit on the go.

- ▶ Refill mail service prescriptions.
- ▶ Create and update text message reminders.
- ▶ View your prescription claims history.
- ▶ Search your Prescription Drug List (PDL).
- ▶ Compare medications with the Drug Pricing Tool.



3. OptumRx provides this service at no cost. Standard message and data rates charged by your carrier may apply.

**myuhc.com**



Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Administrative services provided by United HealthCare Services, Inc. or their affiliates. Health plan coverage provided by or through a UnitedHealthcare company. OptumRx, Inc. is an affiliate of UnitedHealthcare Insurance Company.