



## Customer Service

OptumRx administers your pharmacy benefit plan on behalf of your plan sponsor, and we're here to help you. In addition to answering questions about your plan, we may also be able to help you save money on your prescription medications. We're committed to you, and your well-being is important to us, so we offer two convenient ways for you to get information that can help you and your doctor make informed decisions about medication therapies.

### Dedicated Customer Service

When you call OptumRx at **1-877-559-2955**, you get real-time answers and information from our friendly and knowledgeable Customer Service Advocates. We encourage our staff to earn nationally recognized professional certification as certified pharmacy technicians (CPhT) to ensure you receive the best, most comprehensive service from our dedicated team. Customer Service Advocates are available to help you 24 hours a day, 7 days a week.

### Easy-to-Use Website

Our website, **www.optumrx.com**, is easy to use and offers a fast, safe and secure way to refill prescriptions, manage your account, get medication pricing, find medication information and more. Registration is free and there are no extra fees to order online. Website content and services include:

- **Locate a pharmacy:** a handy tool to quickly find participating pharmacies near you
- **My account dashboard:** lets you manage your online account and get pharmacy benefit plan information
- **Consumer health education:** find up-to-date wellness information and learn more about your personal health

**We welcome questions, comments and suggestions to help us provide you with a truly exceptional customer service experience!**



**OPTUM™**

[www.optumrx.com](http://www.optumrx.com)

2300 Main Street, Irvine, CA 92614

OptumRx specializes in the delivery, clinical management and affordability of prescription medications and consumer health products. We are an Optum™ company — a leading provider of integrated health services. Learn more at [www.optum.com](http://www.optum.com).

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