

OptumRx quick reference guide



Our website, **optumrx.com** is a fast, safe and secure way to manage your prescription benefits online.

This quick reference guide illustrates how to use the tools and features that will help you manage your OptumRx account and prescriptions:

- Search for drug pricing and lower-cost alternatives
- Refill and renew mail service pharmacy prescriptions
- Transfer your retail prescriptions to our mail service pharmacy
- View your mail service order status and claim history
- Sign up for medication reminders via text message
- View your OptumRx benefits in real time

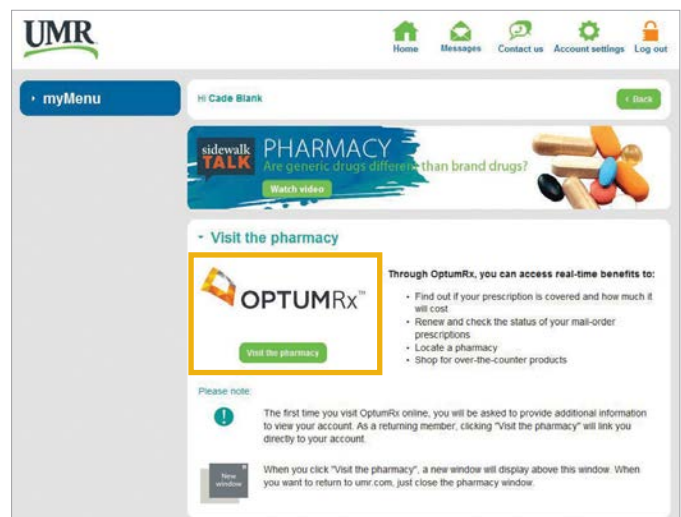
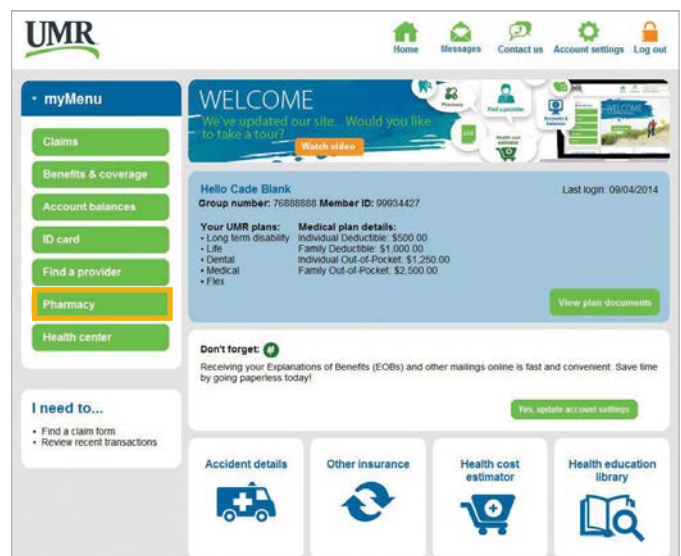
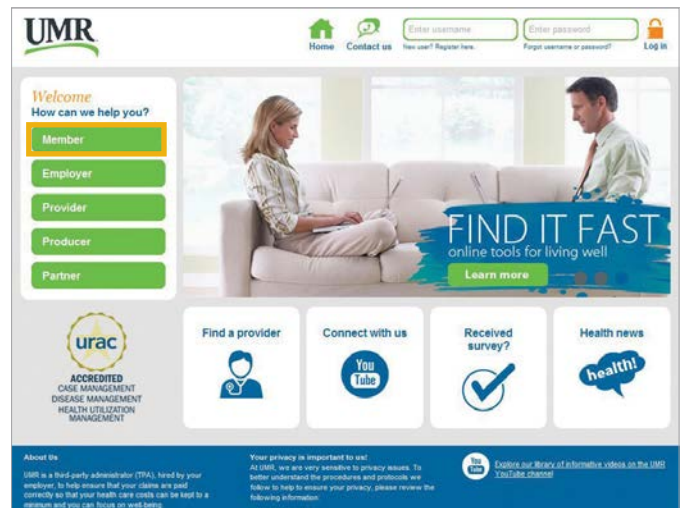
UMR home page

As a UMR member, you can access your prescription information from the UMR website.

Follow these steps to register:

1. Visit **umr.com**.
2. In the left margin menu, select **Members**.
3. Login by entering your username and password in the top right login section. If you have not yet registered for a member account, select **New user? Register here** shown underneath username field.
4. Once successfully registered and/or logged in, select **Pharmacy** from the menu on the left. The website will redirect you to your online services home page.

Once on the pharmacy home page, you click on OptumRx or the Visit the pharmacy button to enter **optumrx.com** and begin to take advantage of the many tools and features that will help you manage your pharmacy benefit. On your first visit, you will also need to register at **optumrx.com** — just follow the simple instructions.



OptumRx.com features and tools

Member Portal: Overview

After you register or log in you'll see your OptumRx **My Medicine Cabinet Dashboard**. This dashboard makes it easy to access the tools and features designed to help you manage your medications and health.

1. Order Status

Select Order Status from the top navigation bar to

2. Household access

Ability to manage prescriptions on behalf of family members

3. At a glance

Displays at-a-glance actions you need to take for all your medications

4. Member tools

Provides easy access to the most commonly used member tools throughout the site

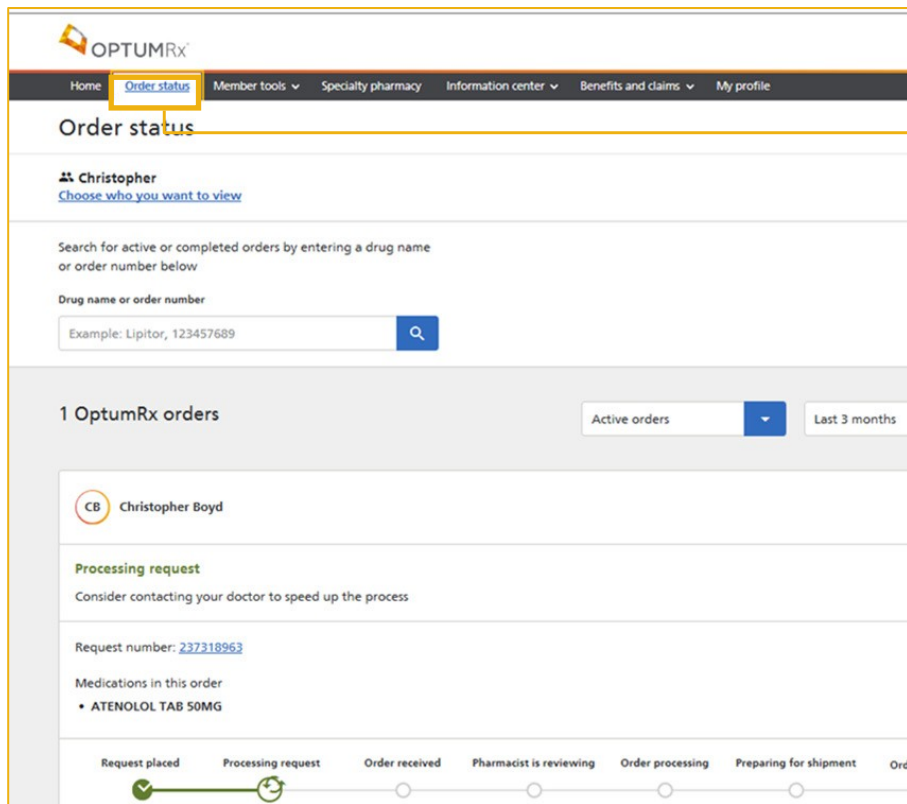
5. Medicine cards

Provides visibility to the most relevant information for medications you take

The screenshot shows the OptumRx My Medicine Cabinet Dashboard. The top navigation bar includes links for Home, Order status, Member tools, Specialty pharmacy, Information center, Benefits and claims, and My profile. The user is logged in as Christopher. The dashboard features a 'My Medicine Cabinet' section with a 'Christopher' profile and a link to 'Choose who you want to view'. Below this is an 'At a glance' section with 'Quick Checkout' (Order 2 refills) and 'Track orders' (Track 1 order) buttons. A 'Savings Advisor' banner offers a \$21.30 savings on home delivery. The 'Sort medications by' dropdown is set to 'Priority actions (default)'. The 'OptumRx Home Delivery: 5 medications' section displays three medication cards: FELODIPINE ER TAB 2.5MG (\$10.00 per 90-day supply, 3 refills remaining), LEVOTHYROXINE TAB 0.112MG (Pricing not available, 1 refill remaining), and METFORMIN ER TAB 500MG (\$5.65 per 90-day supply, 0 refills remaining). Each card includes a 'View details' link and a note that the drug image may not reflect the current medication.

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.

Order Status



Order Status

Select Order Status from the top navigation bar to view past or current orders

- **Order Tracking:**
Visually displays where an order is within the order process:
 - What steps have been completed
 - What steps come next
 - Temporarily out of stock
- **Order Notifications:**
 - Alerts you when action is required
 - Alerts you if order is on hold
- **Estimated Delivery Date:**
Displays estimated delivery date

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.

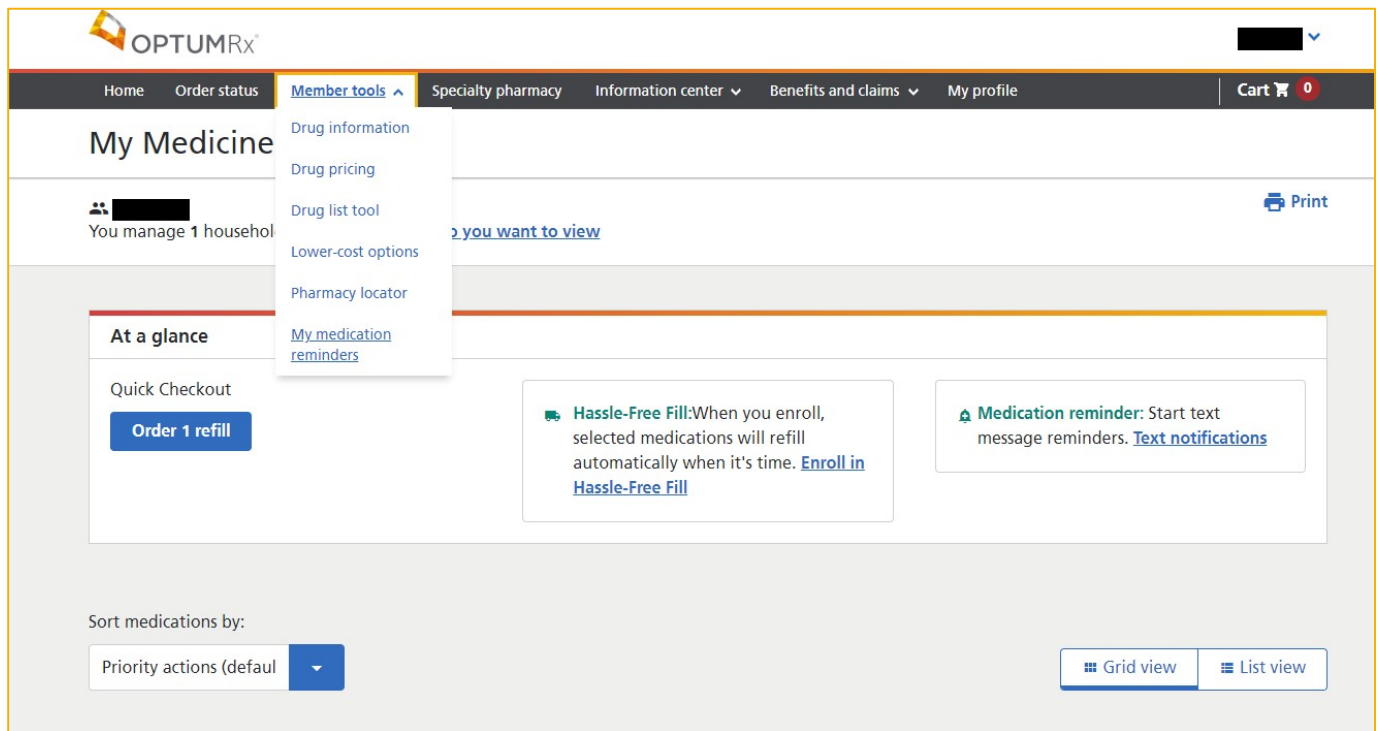
Drug Search & Pricing

- **Drug Pricing:**
Easily view the cost of filling a prescription at up to 5 retail pharmacies
- **Two Tools in One:**
Toggle between drug search results and drug pricing pages
- **Lower Cost Alternatives:**
Compare the pricing between a medication and:
 - Generic alternative(s)
 - Similar brand name drugs

The screenshot shows the OptumRx website interface. At the top, there's a navigation bar with links like Home, Order status, Member tools, Specialty pharmacy, Information center, Benefits and claims, and My profile. The user is logged in as Christopher. The main heading is "Drug search result". Below this, there's a section for "New search" with a note about drug images. The search results show "LIPITOR TAB 10MG" with brand "NDC 00071015323". Dosage options are listed: "1 per day", "30 days retail", and "90 days home delivery". A "Coverage alert" states: "This medication requires a Prior Authorization before coverage will be provided." Below the alert, there are tabs for "Drug info", "Price this drug", and "Lower-cost options". The "Price this drug" tab is selected, showing "Drug pricing" information. It includes a note about checking pharmacy prices and a section for "Lowest prices found near:" in Stevensville, MD 48127. The results are presented in a table-like format with columns for pharmacy name, supply quantity, plan cost, and what the user pays. The pharmacies listed are Walgreens #6444 6444, Martins Pharmacy 23, and Walgreens #11265 11265. All show "Not available" for the user's plan. A "Home delivery" option is also available for 90 days of medication.

Pharmacy	Supply (Qty)	Plan cost	You pay
OPTUMRx	90 day supply (Qty: 90)	Not available	Not available
Home delivery - the most convenient way to save.	90 days of medication delivered right to your door. Learn More		Request prescription
Plan Preferred Pharmacy: WALGREENS #6444 6444 Language support, in-network 2485 W Genesee Rd, Stevensville, MD, 48127 268-628-7268	30 day supply (Qty: 30)	Plan pays: Not available	You pay: Not available Pricing under your plan is not available online. View the average retail price
MARTINS PHARMACY 23 Language support, in-network, infusion services 5637 Cleveland Ave, Stevensville, MD, 48127 268-628-8661	30 day supply (Qty: 30)	Plan pays: Not available	You pay: Not available Pricing under your plan is not available online. View the average retail price
Plan Preferred Pharmacy: WALGREENS #11265 11265 Language support, in-network 1710 W John Beers Rd, Stevensville, MD, 48127 268-628-1133	30 day supply (Qty: 30)	Plan pays: Not available	You pay: Not available Pricing under your plan is not available online. View the average retail price

Claims History

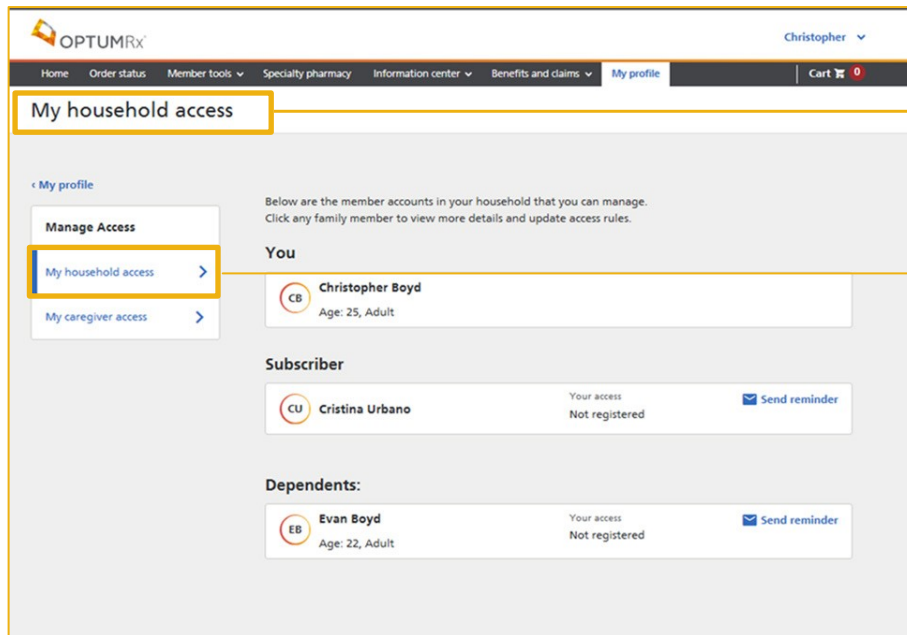


Claims History:

Provides access to claims history

Household/caregiver access

Household/caregiver access allows you to become an account manager or let another person manage your account.



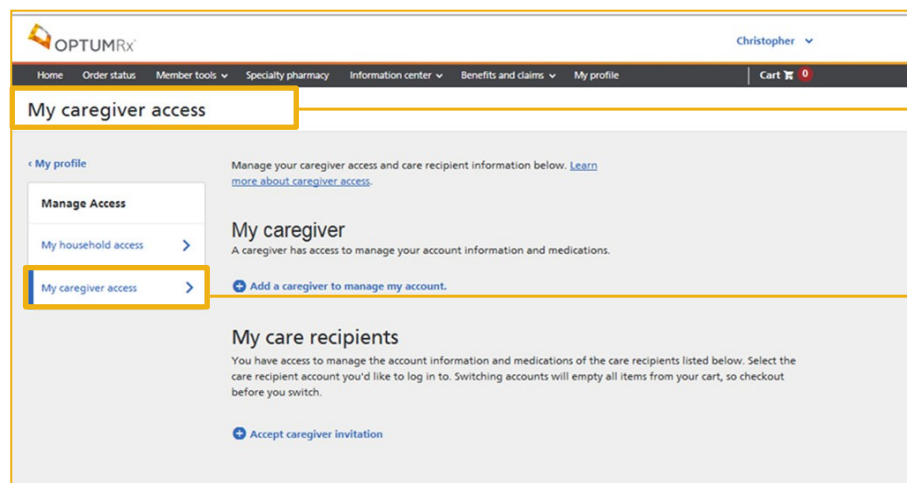
Household/caregiver access

Learn how you can:

- Become an account manager for your family's benefits (spouse and children)
- Become a caregiver for another person
- Assign a caregiver to manage your accounts on your behalf

My household accounts

Manage the benefits of your minor dependents' and spouse (if you have your spouse's permission).



Accept caregiver invitation

Become a caregiver for another person. If someone wants you to manage their account on your behalf, they can send you a **caregiver invitation** by email.

To accept the invitation, enter the access code that was included in the email invitation and the email address you received the invitation from.

Select **Accept your Caregiver Invitation**.

My medication reminders

Sign up to receive medication reminders via text message and never forget to take or fill your medications again.

Text Notifications

Christopher
You manage 1 household member. [Choose who you want to view](#)

My profile

Manage information

- My medication reminders >
- My contacts >

Manage text notifications

Receive text notifications about the information that is important to you. Message and data rates may apply. Please see our [Privacy Policy](#), [Terms and Conditions](#), or [FAQ](#) for more details.

Phone number	Time zone	Status	
---	---	Inactive	Edit

Program enrollment

By turning on text notifications, you understand these communications are sent by encrypted methods and there is some risk that health information could be read or accessed by someone else, particularly if someone else has access to your phone or mobile device.

Home Delivery Text Notifications

These notifications are available to you once you complete enrollment above.

My Medication Reminders

By confirming, you agree to the terms of this service.

Send me a text when:

When it's time to take my medication (general reminder) [Add Reminder](#)

My medication reminders

Enter your mobile phone number to set up text message reminders for:

- Refills
- Renewals
- Transfers
- Order shipments
- Daily text reminders to take medications

Update medication reminders

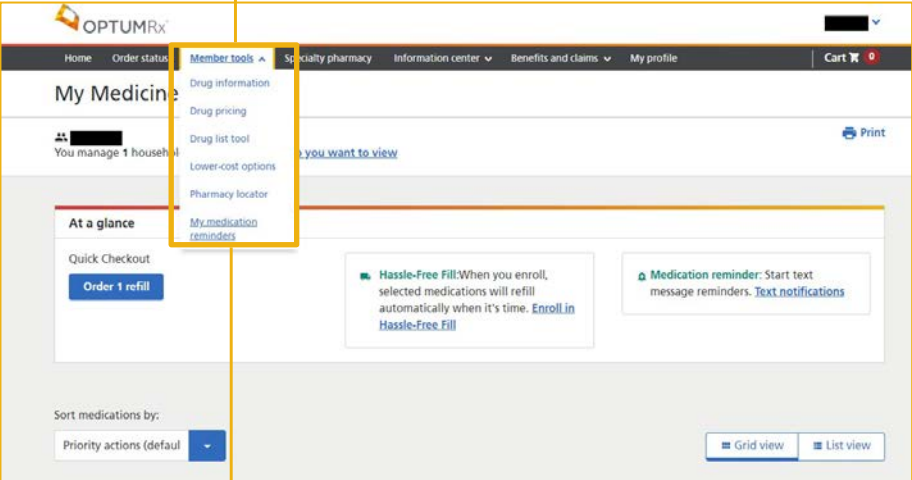
Select **Confirm** when you're done.

Medication-specific reminders

Customize your dosage reminders for daily, weekly or monthly alerts.

Member Tool links

The Member Tools box provides access to a variety of benefits and tools such as:



The screenshot shows the OptumRx website interface. A dropdown menu for 'Member tools' is open, listing the following options: Drug information, Drug pricing, Drug list tool, Lower-cost options, Pharmacy locator, and My medication reminders. The 'My Medicines' section is visible in the background, showing a list of medications and a 'Quick Checkout' button.

Drug information
Find detailed information about thousands of prescription drugs.

Home Delivery information
Find for detailed information about thousands of prescription drugs.

Low Cost Options information
Search prices for medications and find their lower-cost alternatives.

Locate a pharmacy
Enter your zip code and select **GO** to find a retail pharmacy near you.

Contact us page

Find this page by clicking “information center” then “contact us” on the top navigation bar.

The screenshot shows the OptumRx website's 'Contact us' page. The page has a dark navigation bar at the top with the OptumRx logo, a user name 'Christopher', and links for Home, Order status, Member tools, Specialty pharmacy, Information center, Benefits and claims, and My profile. A shopping cart icon with '0' items is also present. The main content area is titled 'Contact us' and contains three primary sections: 'Feedback form', 'Have a Question?', and 'Have us call you'. The 'Feedback form' section includes a link to the online feedback form. The 'Have a Question?' section provides a phone number and a link to the customer service page. The 'Have us call you' section features a prominent blue 'Click to call' button. Below these sections, the mailing address for order forms and the corporate office address are listed. Three yellow callout boxes are overlaid on the page: one pointing to the 'Feedback form' section, one pointing to the 'Have a Question?' section, and one pointing to the 'Click to call' button.

Feedback form
Use our online feedback form for questions related to your benefits or to give us comments and suggestions to improve our website or services.
[Feedback form](#)

Have a Question?
For questions or concerns, please call the number on the back of your member ID card.
Customer Service number is located on the back of your ID card.
If this is an emergency, dial 911.

Have us call you
Talk with an OptumRx employee right now.
[Click to call](#)

Mailing address
Mailing address for order forms
OptumRx
PO Box 509075
San Diego, CA 92150-9075
Corporate office
OptumRx
2300 Main Street
Irvine, CA 92614

Contact us

Use the **feedback form** or send us an **email**.

Contact us by phone

Contact us by **phone** for:

- Customer service
- Mail service pharmacy help
- Medical supplies
- Medicare drug plan help

Call **1-877-559-2955**

Have us call you

Select **Click to Call** to set up a time for a representative to call you.

Education page

You will find a variety of additional Help Topics on the Education page.

Navigate to this page by clicking “Education” under the “Information Center” dropdown in the top navigation bar.

The screenshot shows the OptumRx website's Education page. The top navigation bar includes links for Home, Order status, Member tools, Specialty pharmacy, Information center (selected), Benefits and claims, and My profile. A user named Christopher is logged in. The main heading is "Education". Below it, a search bar prompts "Don't see what you're looking for? [Contact us](#)". The page is divided into four main sections, each with a callout box:

- OptumRx Info**: Includes links for Using your account, Account access, Shipping and delivery, and Mobile apps.
- Drug Info**: Includes links for Generic drugs, Understanding your Formulary, Medicine disposal, Ordering prescriptions, and Opioids.
- FAQs**: Includes links for Medication reminders and Technical questions.
- How-to videos**: Includes links for Who is OptumRx?, What is Prior Authorization?, What is home delivery?, Online tools, What is Hassle-free Fill?, What is a formulary?, and Manage your pharmacy benefit online.

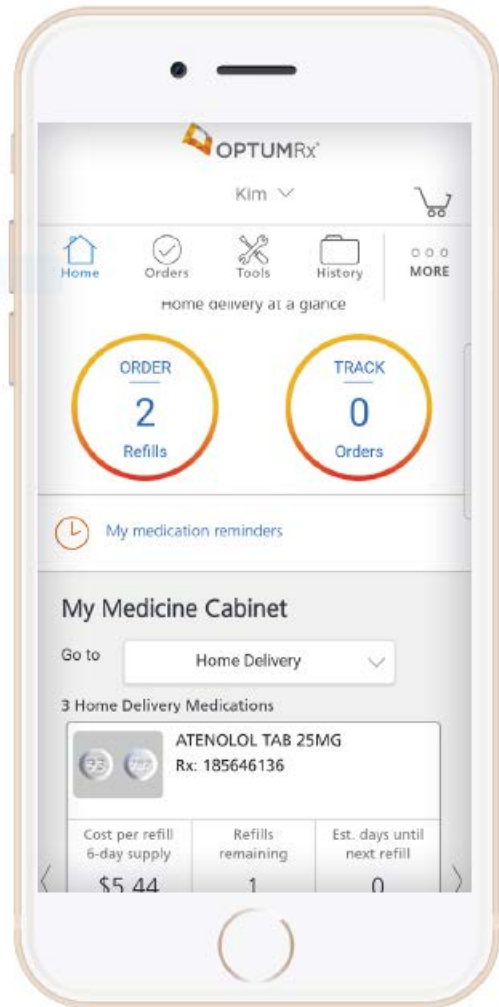
On the right side, a box titled "Help Topics:" lists the following topics with lines pointing to their respective sections on the page:

- OptumRx Information (points to OptumRx Info)
- Drug Information (points to Drug Info)
- Frequently Asked Questions (points to FAQs)
- How-to-videos (points to How-to videos)

Mobile website

Use your smartphone to access the mobile website, **m.optumrx.com**.

The mobile website lets you manage your prescription benefits from your smartphone. You can order refills, check your order status, set up medication reminders and more — anytime, anywhere. It's perfect for people on the go.



Mobile website

Use your smartphone to access our mobile website where you can:

- Request prescription refills
- Check order status
- Locate a retail pharmacy
- Search your plan's formulary
- Register via our mobile website



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