

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

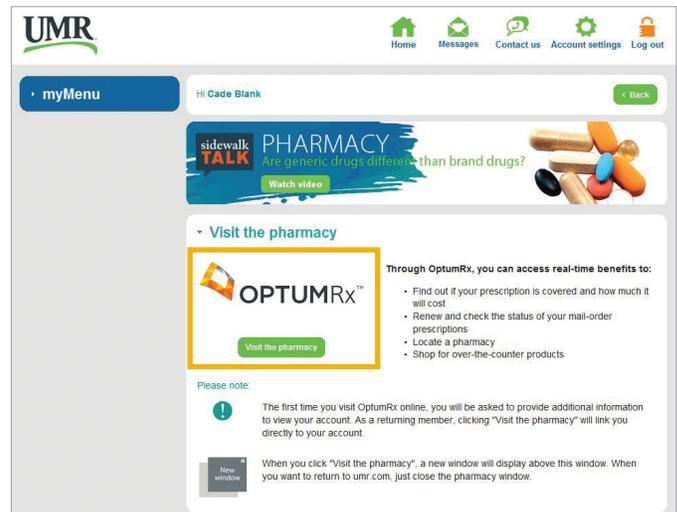
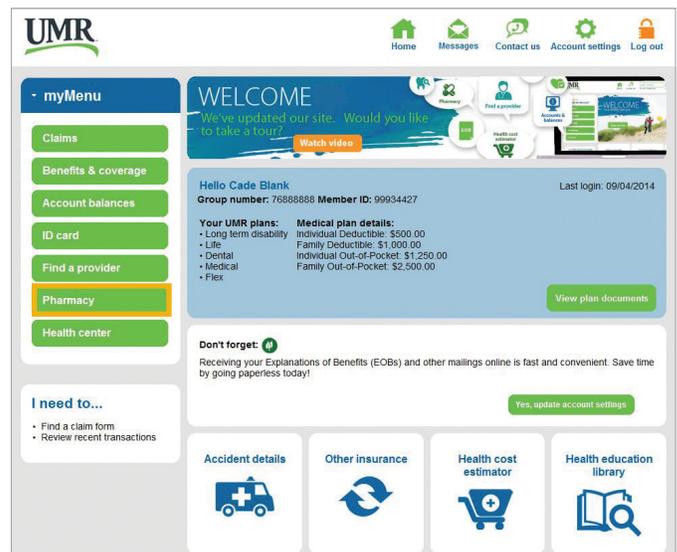
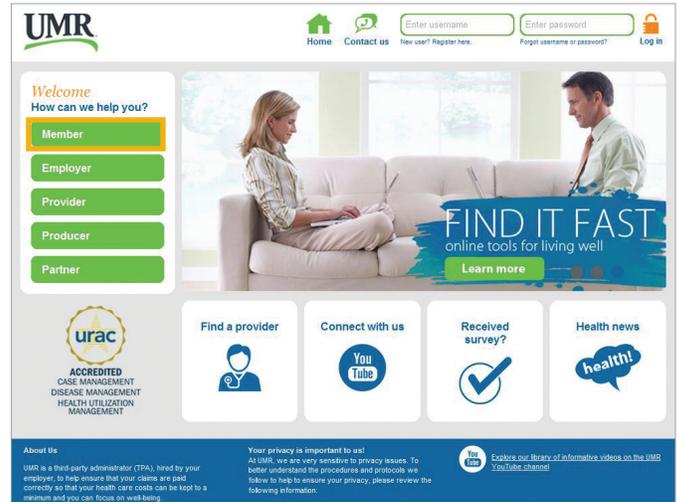
UMR home page

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 view past or current orders

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. A user profile for Christopher is visible in the top right. The dashboard is titled "My Medicine Cabinet" and shows the user's name and household information. A section titled "At a glance" contains buttons for "Quick Checkout" (Order 2 refills) and "Track orders" (Track 1 order). A "Savings Advisor" box offers a discount on 90-day prescriptions with home delivery. Below this, there are sorting options for medications and view toggles for Grid and List views. The main section displays "OptumRx Home Delivery: 5 medications" with three medicine cards. Each card shows the medication name, cost per refill, and refills remaining.

| Medication | Cost per refill | Refills remaining | Est. days until next refill |
|---------------------------|-----------------------------|-------------------|-----------------------------|
| FELODIPINE ER TAB 2.5MG | \$10.00 (per 90-day supply) | 3 | |
| LEVOTHYROXINE TAB 0.112MG | Pricing not available | 1 | |
| METFORMIN ER TAB 500MG | \$5.65 (per 90-day supply) | 0 | 0 |

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

OPTUMRx

Home **Order status** Member tools ▾ Specialty pharmacy Information center ▾ Benefits and claims ▾ My profile

Order status

Christopher
[Choose who you want to view](#)

Search for active or completed orders by entering a drug name or order number below

Drug name or order number

Example: Lipitor, 123457689

1 OptumRx orders

Active orders ▾ Last 3 months

CB Christopher Boyd

Processing request
Consider contacting your doctor to speed up the process

Request number: [237318963](#)

Medications in this order

- ATENOLOL TAB 50MG

Request placed Processing request Order received Pharmacist is reviewing Order processing Preparing for shipment Order delivered

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 for a drug search result. At the top, the user is logged in as 'Christopher'. The navigation bar includes 'Home', 'Order status', 'Member tools', 'Specialty pharmacy', 'Information center', 'Benefits and claims', and 'My profile'. The main heading is 'Drug search result'.

The search results for 'LIPITOR TAB 10MG' (Brand NDC: 00071015522) are displayed. The user has selected '1 per day', '30 days retail', and '90 days home delivery'. A 'Coverage alert' indicates that this medication requires a Prior Authorization before coverage will be provided.

Below the search results, there are tabs for 'Drug info', 'Price this drug', and 'Lower-cost options'. The 'Price this drug' tab is active, showing 'Drug pricing' information. It instructs the user to check out pharmacy prices and notes that these prices do not include the option to pay with cash at their local pharmacy.

The 'Lowest prices found near:' section is set for 'STEVENSVILLE, MI 49127'. It lists several pharmacies with their respective pricing:

| Pharmacy | Supply | Plan pays | You pay |
|------------------------|-------------------------|---------------|---------------|
| OPTUMRx | 90 day supply (Qty: 90) | Not available | Not available |
| WALGREENS #6444 6444 | 30 day supply (Qty: 30) | Not available | Not available |
| MARTINS PHARMACY 23 | 30 day supply (Qty: 30) | Not available | Not available |
| WALGREENS #11265 11265 | 30 day supply (Qty: 30) | Not available | Not available |

Each pharmacy listing includes contact information and a note that pricing under the user's plan is not available online, with a link to 'View the average retail price'.

Claims History

The screenshot shows the OptumRx website interface. At the top, the OptumRx logo is on the left, and a user profile icon is on the right. Below the logo is a navigation bar with links: Home, Order status, Member tools (with a dropdown arrow), Specialty pharmacy, Information center (with a dropdown arrow), Benefits and claims (with a dropdown arrow), and My profile. A shopping cart icon with a '0' is on the far right. The main content area is titled 'My Medicine' and includes a user profile section with a name and the text 'You manage 1 household'. A 'Print' button is visible on the right. A 'Member tools' dropdown menu is open, listing: Drug information, Drug pricing, Drug list tool, Lower-cost options, Pharmacy locator, and My medication reminders. Below this, there is an 'At a glance' section with a 'Quick Checkout' button labeled 'Order 1 refill'. Two informational boxes are present: 'Hassle-Free Fill' and 'Medication reminder'. At the bottom, there is a 'Sort medications by:' dropdown set to 'Priority actions (default)' and two view toggle buttons: 'Grid view' and 'List view'.

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.

The screenshot shows the 'My household access' page on the OPTUMRx website. The page is titled 'My household access' and is part of the 'My profile' section. It features a 'Manage Access' sidebar with 'My household access' selected. The main content area is titled 'Below are the member accounts in your household that you can manage. Click any family member to view more details and update access rules.' It lists three members: 'You' (Christopher Boyd, Age: 25, Adult), 'Subscriber' (Cristina Urbano, Your access: Not registered), and 'Dependents' (Evan Boyd, Age: 22, Adult). Each member entry includes a profile picture, name, age, and a 'Send reminder' button.

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).

The screenshot shows the 'My caregiver access' page on the OPTUMRx website. The page is titled 'My caregiver access' and is part of the 'My profile' section. It features a 'Manage Access' sidebar with 'My caregiver access' selected. The main content area is titled 'Manage your caregiver access and care recipient information below. [Learn more about caregiver access.](#)' It lists two sections: 'My caregiver' (A caregiver has access to manage your account information and medications. [Add a caregiver to manage my account.](#)) and 'My care recipients' (You have access to manage the account information and medications of the care recipients listed below. Select the care recipient account you'd like to log in to. Switching accounts will empty all items from your cart, so checkout before you switch. [Accept caregiver invitation](#))

Accept caregiver invitation

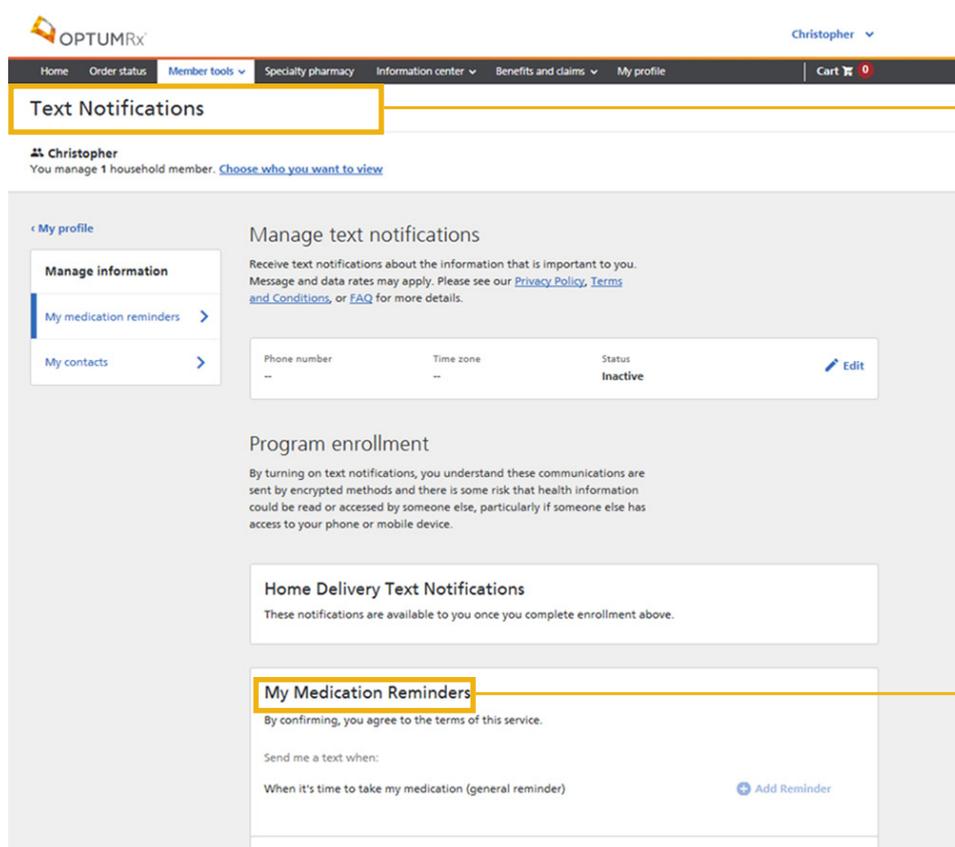
Become a caregiver for another person. If someone wants you to manage their account on your behalf, they can send you a **caregiver invitation** by email.

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.



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's 'My Medication' page. A 'Member tools' dropdown menu is open, listing several options: Drug information, Drug pricing, Drug list tool, Lower-cost options, Pharmacy locator, and My medication reminders. A yellow box highlights this menu. Four callout boxes on the right side of the page are connected to the menu items by yellow lines: 'Drug information' points to the top item, 'Home Delivery information' points to the second item, 'Low Cost Options information' points to the third item, and 'Locate a pharmacy' points to the fourth item. The background shows the 'At a glance' section with a 'Quick Checkout' button and 'Order 1 refill' button, and a 'Sort medications by:' dropdown set to 'Priority actions (default)'. There are also 'Grid view' and 'List view' buttons at the bottom right of the main content area.

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 navigation bar at the top includes 'Home', 'Order status', 'Member tools', 'Specialty pharmacy', 'Information center', 'Benefits and claims', 'My profile', and a 'Cart' icon with '0' items. The 'Information center' menu is expanded, and 'Contact us' is selected. 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 form and a description. The 'Have a Question?' section provides a phone number and a note about emergency services. The 'Have us call you' section features a 'Click to call' button. Below these sections is the 'Mailing address' for order forms and the corporate office. Three callout boxes on the right side of the page provide additional instructions: the first points to the 'Feedback form' link, the second points to the 'Have a Question?' section and the 'Click to call' button, and the third points to the 'Click to call' button.

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 the OptumRx logo, a user name 'Christopher', and several menu items: Home, Order status, Member tools, Specialty pharmacy, Information center (selected), Benefits and claims, and My profile. A shopping cart icon with '0' items is also visible. The main content area is titled 'Education' and features a search bar with the text 'Don't see what you're looking for? Contact us'. Below the search bar are four main content boxes: 'OptumRx Info', 'Drug Info', 'FAQs', and 'How-to videos'. Each box contains a list of links. A separate box on the right, titled 'Help Topics:', lists four topics: 'OptumRx Information', 'Drug Information', 'Frequently Asked Questions', and 'How-to-videos'. Yellow lines connect these topics to their corresponding sections on the page: 'OptumRx Information' to the 'OptumRx Info' box, 'Drug Information' to the 'Drug Info' box, 'Frequently Asked Questions' to the 'FAQs' box, and 'How-to-videos' to the 'How-to videos' box.

Don't see what you're looking for? [Contact us](#)

OptumRx Info

- [Using your account >](#)
- [Account access >](#)
- [Shipping and delivery >](#)
- [Mobile apps >](#)

Drug Info

- [Generic drugs >](#)
- [Understanding your Formulary >](#)
- [Medicine disposal >](#)
- [Ordering prescriptions >](#)
- [Opioids >](#)

FAQs

- [Medication reminders >](#)
- [Technical questions >](#)

How-to videos

- [Who is OptumRx? >](#)
- [What is Prior Authorization? >](#)
- [What is home delivery? >](#)
- [Online tools >](#)
- [What is Hassle-Free Fill? >](#)
- [What is a formulary? >](#)
- [Manage your pharmacy benefit online >](#)

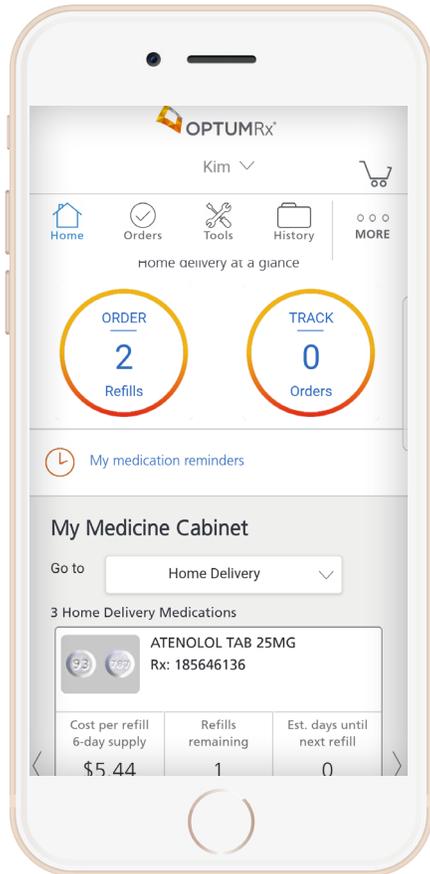
Help Topics:

- OptumRx Information
- Drug Information
- Frequently Asked Questions
- 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



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 optum.com.

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