

Your Mail Service Member Select Program

You can save time and money by filling your prescriptions for maintenance medications through your mail service pharmacy. Through OptumRx® Mail Service Pharmacy, you receive convenient, safe and reliable service, including:

- ▶ Delivery of up to a 3-month supply of your medication right to your mailbox
- ▶ Flexible delivery anywhere in the U.S. with no charge to you for standard shipping
- ▶ Access to pharmacists 24 hours a day, seven days a week to answer your medication questions

How your Mail Service Member SelectSM benefit works

In order to provide the best service, your pharmacy benefit plan strongly encourages you to use the Mail Service Pharmacy for covered maintenance medications — those medications you take on a regular basis.

Your plan covers only two fills of maintenance medication from your retail pharmacy before you must take action. After the two retail grace fills, you must move to OptumRx Mail Service Pharmacy or you will pay the full cost for your medication unless you have opted out of the program.

If you prefer not to fill your maintenance medication through OptumRx Mail Service Pharmacy, you may opt out of the Mail Service Member Select program. Contact OptumRx via phone by calling the member phone number on the back of your plan ID card or visit myuhc.com® and within the pharmacy section you can manage your mail service options under **My Account**. Here you will be able to opt out of the Mail Service Member Select program.

By opting out of the program, you can continue filling maintenance medications at a retail pharmacy at your normal copay or coinsurance. After one year, if you still do not wish to participate in the program, you may renew your opt-out decision for another year.

Get started with mail service in one easy phone call.

Option 1: Call the member phone number on the back of your plan ID card.

Customer Service is available 24 hours a day, seven days a week to help you start using mail service. Please have your medication name and doctor's telephone number ready when you call.

Option 2: Talk to your doctor before you use your allowed retail grace fills.

Tell your doctor you want to use OptumRx for home delivery of your maintenance medications. Be sure to ask for a new prescription written for up to a 3-month supply with three refills to maximize your plan benefits. Then you can either:

- ▶ Mail in your written prescriptions along with a completed order form.
- ▶ Ask your doctor to call 1-800-791-7658 with your prescriptions or to fax them to 1-800-491-7997.

Your safety is protected by our professional staff

Every prescription submitted to OptumRx is reviewed by a pharmacist for drug interactions, allergies and proper dosage. OptumRx maintains a complete record of drugs filled using your pharmacy benefits.

Packaging and delivery

Your medication is sealed in a plain package and mailed directly to you. Your order for a new prescription should arrive in about ten business days, while completed refill orders should arrive in about seven business days. Please allow enough time for delivery when you place your order. There is no charge to you for standard delivery. If you need rush delivery, your order can be shipped overnight for an additional charge.

Ordering refills is easy

You can choose from four different ways to order refills, so you can always use the one that works best for you.

- ▶ Online ordering at **myuhc.com**
- ▶ Our automated phone system
- ▶ Complete the reorder form included with each medication shipment and send it to us for processing
- ▶ By calling Customer Service at the member phone number on the back of your plan ID card

You will also receive reminders, by phone or email, when it is time to refill your prescription.

Pharmacists available 24 hours a day, 7 days a week

For more information or to speak with one of our pharmacists, contact us at any time. We're always available to assist you with your pharmacy benefit questions. Just call Customer Service at the member phone number on the back of your plan ID card.



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