

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.
- 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.
- 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.



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I need to	Yes, update account settings
Find a claim form Review recent transactions	
	Accident details Other insurance Health cost estimator library



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

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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.

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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

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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.

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My medication reminders

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

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	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	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:

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Contact us page

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

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Contact us		
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.		Contact us Use the feedback form or send us an email.
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If this is an emergency, dial 911.		 Mail service pharmacy help
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Click to call		 Medicale drug plan help Call 1-877-559-2955
Mailing address		
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OptumRx P0 Box 509075 San Diego, CA 92150-9075		Have us call you
Corporate office OptumRx 2300 Main Street Irvine, CA 92614		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.

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Home Order status Member tools 🗸 Specialty pharmacy Information cen	nter V Benefits and claims V My profile	Cart 🕱 🧕	
Education			
Don't see what you're looking for? <u>Contact us</u> OptumRx Info Using your account > Account access > Shipping and delivery > Mobile apps >	Drug Info Generic drugs > Understanding your Formulary > Medicine disposal > Ordering prescriptions > Opioids > How-to videos Who is OptumBx? > What is Prior Authorization? > What is home delivery? > Online tools > What is Hassle-Free Fill? > What is a formulary? >		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.

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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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