

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

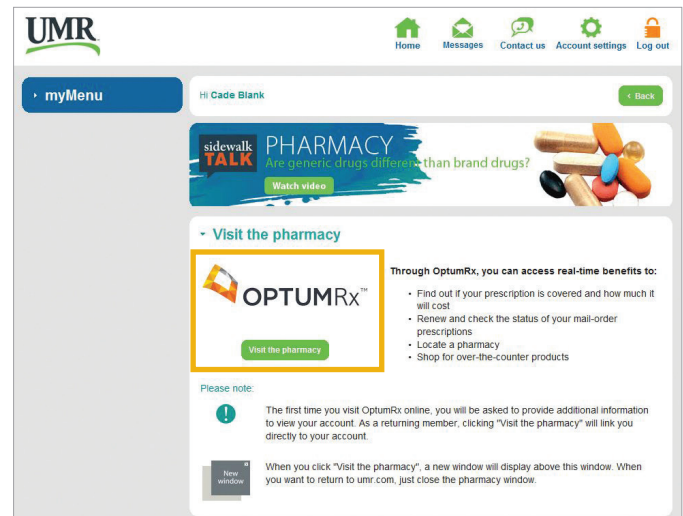
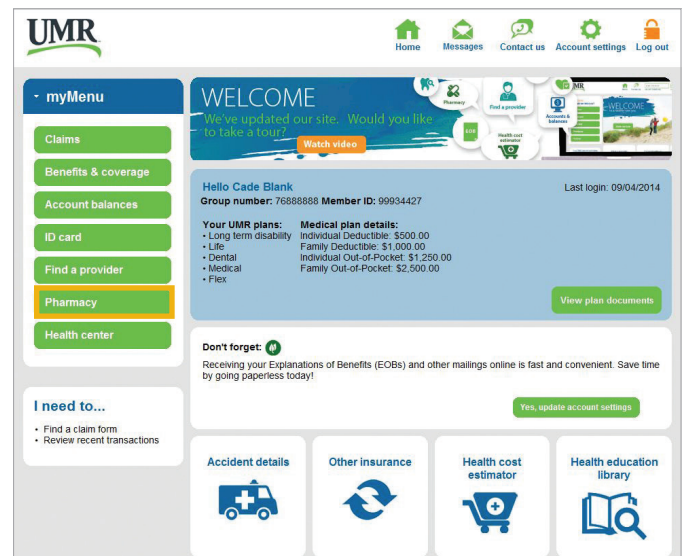
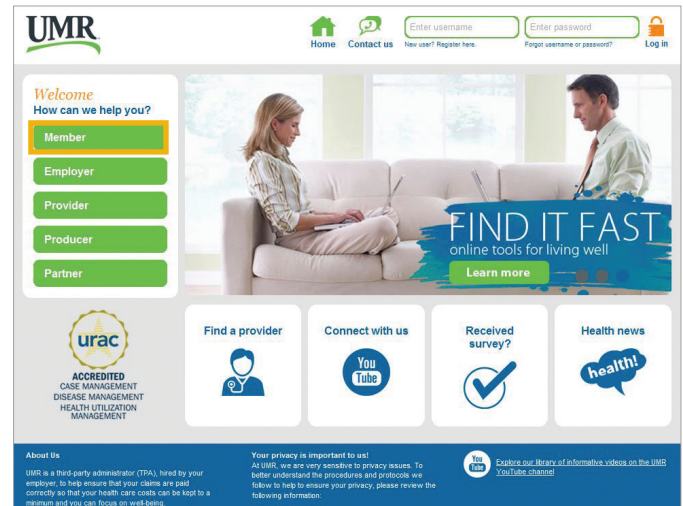
UMR home page

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

My prescriptions dashboard

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

The screenshot shows the OptumRx My Prescriptions Dashboard for a user named Lucy Smith. The dashboard includes a top navigation bar with links like 'My Prescriptions', 'My Account', 'Order Medical Supplies', 'Health Store', 'Specialty Pharmacy', 'Health Tools', 'Customer Service', and 'What's New'. Below this is a secondary navigation bar with 'Medicine Cabinet', 'Hassle-Free Fill', 'Renew Prescriptions', 'Transfer Prescriptions' (highlighted), 'New Prescriptions', 'Order Status', and 'Claim History'. The main content area is divided into several sections: a welcome message, a savings alert for \$663.00 on medications, a 'Refill medications' section with a list of three prescriptions (VENTOLIN HFA AER 30MCG BASE, ELUXETINE CAP 10MG, and BUPROPION XL TAB 150MG 24HR) and a 'REFILL NOW' button, and a 'Renew medications' section with a 'REQUEST RENEWAL' button. On the right side, there is a 'Quick Links' box with links to 'Order Status', 'Drug Pricing & Alternatives', 'Your Benefits', 'Drug Information', 'Formulary', and 'Locate a Pharmacy'. Below this is a 'Never forget refills' section with a 'SIGN UP' button. Callouts point to the 'Transfer Prescriptions' tab, the savings alert, the 'REFILL NOW' button, the 'Quick Links' box, and the 'SIGN UP' button.

Transfer prescriptions
See your potential savings here and select **Transfer Prescriptions** tab to transfer eligible prescriptions from your retail pharmacy to our mail order pharmacy service.

Quick links
On most web pages, the **Quick Links** box provides fast access to the most frequently used areas of our website.

Refill prescriptions
You can refill mail service prescriptions from your dashboard. Or select the **My Medicine Cabinet** tab and order refills from that page.

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.

My prescriptions dashboard — continued

My Prescriptions | My Account | Order Medical Supplies | Health Store | Specialty Pharmacy | Health Tools | Customer Service

Medicine Cabinet | Hassle-Free Fill | **Renew Prescriptions** | Transfer Prescriptions | New Prescriptions | Order Status | Claim

Welcome, Lucy Smith

[View Accounts](#) [Learn More](#)

Lucy Smith

Save up to \$663.00 on your medications

Enroll your retail prescriptions in home delivery with OptumRx and save.

[GET STARTED »](#)

Refill medications

3 of your prescriptions are ready to be refilled with OptumRx home delivery.

[REFILL NOW »](#)

Search

[Order Status](#)

[Drug Price Alternatives](#)

[Your Benefits](#)

[Drug Information](#)

[Formulary](#)

[Locate a Pharmacy](#)

Renew prescriptions

You can begin a request to renew a prescription from your dashboard or from the **Renew Prescriptions** tab. We will even contact your doctor on your behalf for any prescriptions that need a doctor's approval to renew.

Order Status

View Orders From 06/24/2014 to 09/24/2014 [GO »](#)

Recent refills

Order number	Order items	Status
139547280-1 placed on 09/22/2014 for \$13.40 View Details	TRAZODONE TAB 50MG	Order is In Process
138240667-1 placed on 09/04/2014 for \$50.00 View Details	ESTRING MIS 2 MG	Order is Shipped Track this Package
134264913-1 placed on 07/11/2014 for \$46.00 View Details	BUPROPION XL TAB 150MG 24HR FLUOXETINE CAP 10MG	Order is Shipped Track this Package

Order status

Check the status of your mail service orders.

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.

Quick links

The quick links box provides access to a variety of benefits and tools such as:

The diagram illustrates the navigation menu of the My Health My Choice website and the content of the pages it links to. The navigation menu is located on the left side of the page and includes a search bar, a 'Help' link, and several menu items, each with an icon and a label. The menu items are: 'Order Status' (envelope icon), 'Drug Pricing & Alternatives' (dollar sign icon), 'Your Benefits' (calculator icon), 'Drug Information' (magnifying glass icon), 'Formulary' (document icon), and 'Locate a Pharmacy' (house icon). Below the 'Locate a Pharmacy' menu item is a search bar with the text 'Enter Zip Code' and a 'GO »' button. A 'Advanced' link is also present below the search bar. The right side of the diagram shows the content of the pages linked to each menu item. The 'Order Status' page contains the heading 'Order status' and the text 'Check the status of your mail service orders.' The 'Drug Pricing & Alternatives' page contains the heading 'Drug pricing and alternatives' and the text 'Search prices for medications and find their lower-cost alternatives.' The 'Your Benefits' page contains the heading 'Your benefits' and the text 'See how much you've spent on medications, view your claims history and more.' The 'Drug Information' page contains the heading 'Drug information' and the text 'Find for detailed information about thousands of prescription drugs.' The 'Formulary' page contains the heading 'Formulary (provider drug list)' and the text 'Learn which medications are covered by your benefit plan.' The 'Locate a pharmacy' page contains the heading 'Locate a pharmacy' and the text 'Enter your zip code and select GO to find a retail pharmacy near you.'

Navigation Menu:

- Search
- Help
- Order Status
- Drug Pricing & Alternatives
- Your Benefits
- Drug Information
- Formulary
- Locate a Pharmacy

Content Pages:

- Order status**
Check the status of your mail service orders.
- Drug pricing and alternatives**
Search prices for medications and find their lower-cost alternatives.
- Your benefits**
See how much you've spent on medications, view your claims history and more.
- Drug information**
Find for detailed information about thousands of prescription drugs.
- Formulary (provider drug list)**
Learn which medications are covered by your benefit plan.
- Locate a pharmacy**
Enter your zip code and select **GO** to find a retail pharmacy near you.

My medicine cabinet

The **My Medicine Cabinet** tab displays all your medications, both mail service and retail, with pictures of your medications, refill status and other information.

The screenshot shows the 'My Medicine Cabinet' page. At the top is a navigation bar with links: My Prescriptions, My Account, Order Medical Supplies, Health Store, Specialty Pharmacy, Health Tools, Customer Service, and What's New. Below this is a sub-navigation bar with links: Medicine Cabinet, Hassle-Free Fill, Renew Prescriptions, Transfer Prescriptions, New Prescriptions, Order Status, and Claim History. The main heading is 'My Medicine Cabinet'. On the left, there's a section 'Add a medication or supplement' with a search box and an 'ADD »' button. Below this are five medication cards. Each card shows a medication name, a 'Refillable' status with a 'Refill Now!' link, 'Last Filled' date, 'Remaining Refills', 'Expires on' date, 'Pharmacy Type', and a 'Manage Text Message Reminders' toggle (ON/OFF). A 'Find a lower-cost alternative' link is at the bottom of each card. On the right, there's a sidebar with links: Order Status, Drug Pricing & Alternatives, Your Benefits, Drug Information, Formulary, and Locate a Pharmacy. At the bottom, there's a 'My past medications' section with a dropdown arrow.

My medicine cabinet

Go to **My Medicine Cabinet** from the tab on the navigation bar.

My additional medications and supplements

Enter a medication or supplement name in the search box. Select **ADD DRUG**.

My medication reminders

Select the link next to each refillable prescription to begin setting up your medication reminders.

My past medications

Save your past medications in the archive.

My medication reminders

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

My Prescriptions | **My Account** | Order Medical Supplies | Health Store | Specialty Pharmacy | Health Tools | Customer Service | What's New

Order Status | Manage Account | Real Time Benefits | My Prescription Drug List | Household/Caregiver Access

My Medication Reminders

Receive text reminders about the information important to you. Standard text message rates apply.

Sign up for text message reminders

Please allow 2-3 business days for your changes to take effect.

Your mobile phone number

Select Time Zone

SUBMIT »

Send text message reminders for

ON OFF Refill Available

When your medications should be refilled

ON OFF Renewals

When your medications have run out of refills

ON OFF Order has shipped

ON OFF Daily medication reminder

remind me at

time

Search

Help

Order Status

Drug Pricing & Alternatives

Your Benefits

Drug Information

Formulary

Locate a Pharmacy

Enter Zip Code

GO »

Advanced

Medication-specific reminders

ON OFF VENTOLIN HFA AER 90MCG BASE

I take this medication

qty

time(s)

select

ON OFF FLUOXETINE CAP 10MG

I take this medication

qty

time(s)

select

ON OFF BUPROPION XL TAB 150MG 24HR

I take this medication

qty

time(s)

select

ON OFF NYSTAT/TRIAM OIN

I take this medication

qty

time(s)

select

Disclaimer: Mobile text message medication reminders are a service that OptumRx® provides to its customers for their convenience. The information you enter on the web page is not reviewed by a physician or pharmacists to determine if it is correct for your medication. You will receive reminders on your mobile phone based on the information that you have entered on the reminders web page. In the event that your mobile phone service is interrupted for any reason, OptumRx® is not responsible for any delays that you may experience in receiving text message medication reminders. It is your responsibility to take medication per the physician's directions. OptumRx® is not responsible for any adverse drug-related interactions or medication overdose.

☐ I agree

« CANCEL

SAVE »

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

Medication-specific reminders

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

Update medication reminders

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

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Household/caregiver access

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

Order Status | Manage Account | My Formulary | **Household/Caregiver Access**

View Accounts [Learn More](#) **Welcome Stuart Danor**

STUART DANOR **MANAGE ACCOUNTS**

If you've joined our household/caregiver access program, and need more information. **CLICK HERE »**

If you choose, because you are the primary person on the account, you may also manage other accounts. Below are the accounts you manage (the accounts you could access). The first section shows your household accounts.

You will also see if you have chosen a person to be a secondary person on the account. Note: Only a spouse can be a secondary person on the account.

You will be able to register and access the accounts of your minor dependents.

My Household Accounts

Stuart Danor Primary [Upload Photo](#)

Angela Danor Spouse [Edit](#)

Brandon Danor Minor Dependent [Upload Photo](#)

Carter Danor Minor Dependent [Register](#)

Kylie Danor Minor Dependent [Register](#)

Legend

- Account Access
- Account Access
- No Account Access

Accept Caregiver Invitation

If you received a caregiver invitation email, here is where you accept the invitation.

To accept the caregiver invitation to manage another person's account (be an Account Manager), please enter your information below. You received the Caregiver Access Code in an email from us. After you enter the information, click Accept Caregiver Invitation.

If you have lost your Caregiver Access Code, you may contact the person who gave you permission to manage their account (they also received the Access Code). Or that person may send another caregiver invitation.

*Required fields

*Caregiver Access Code:

*Your Date of Birth: Month Day Year

*Your ZIP Code: (Example: 55555)

ACCEPT CAREGIVER INVITATION »

> **VIEW CAREGIVER**

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 family tree shows your spouse and minor dependents.

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. Enter your date of birth and ZIP code.

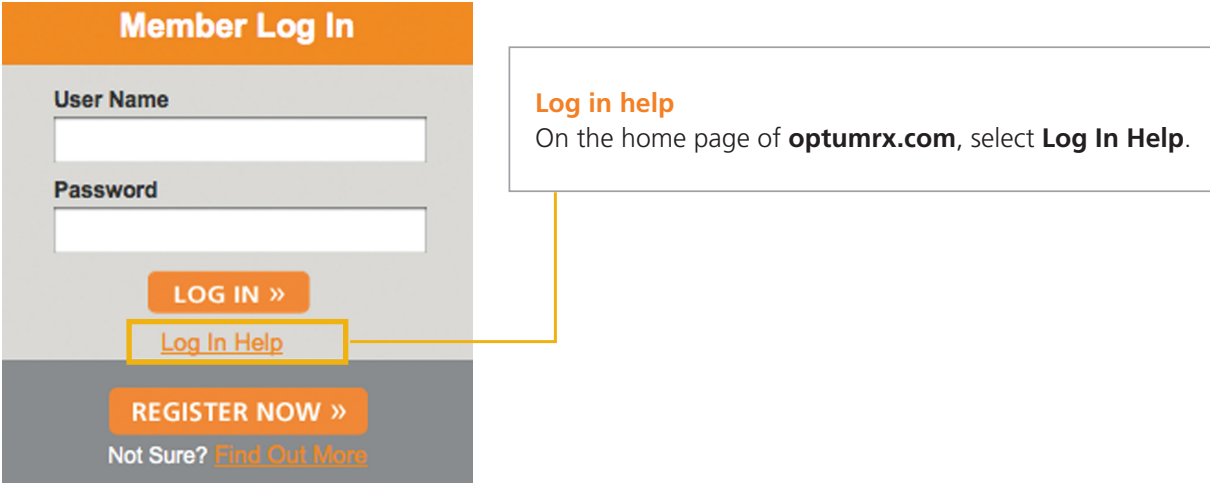
Select **ACCEPT CAREGIVER INVITATION**.

Website help

No matter where you are on our website, help is just a few clicks away.

Log in help

From the **optumrx.com** home page, it's easy to find **Log In Help**.



Member Log In

User Name

Password

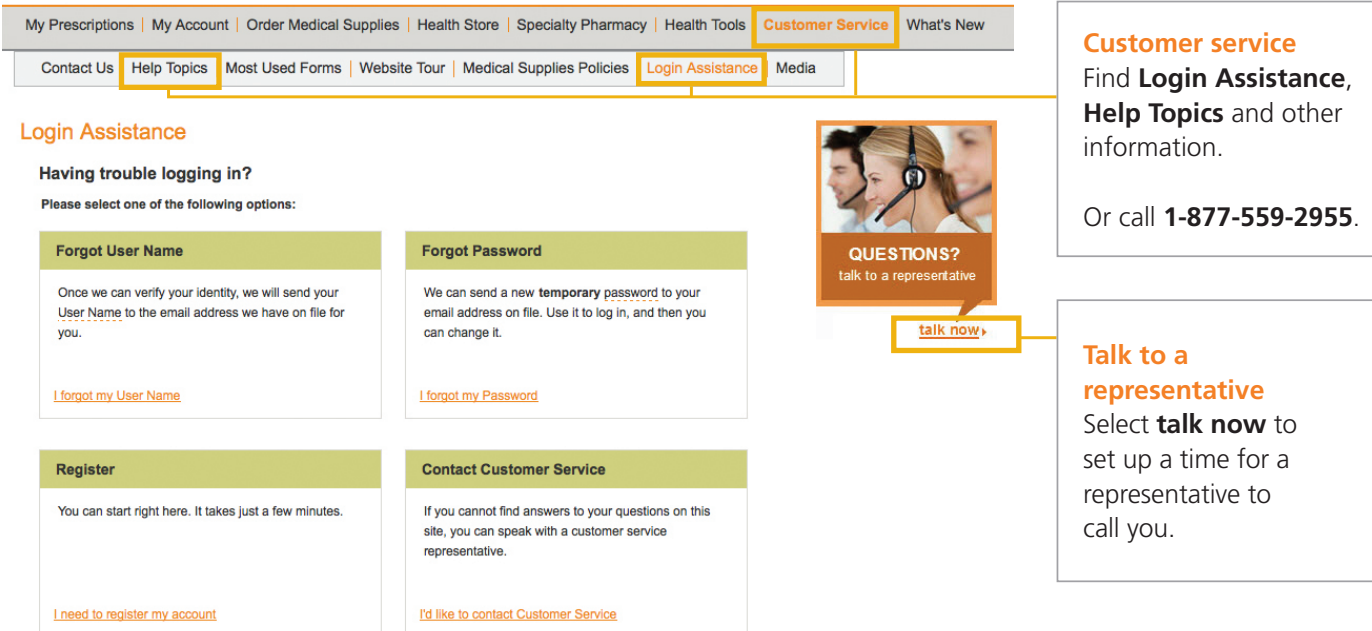
LOG IN »

[Log In Help](#)

REGISTER NOW »

Not Sure? [Find Out More](#)

Log in help
On the home page of **optumrx.com**, select **Log In Help**.



My Prescriptions | My Account | Order Medical Supplies | Health Store | Specialty Pharmacy | Health Tools | **Customer Service** | What's New

Contact Us | **Help Topics** | Most Used Forms | Website Tour | Medical Supplies Policies | **Login Assistance** | Media

Login Assistance

Having trouble logging in?
Please select one of the following options:

Forgot User Name
Once we can verify your identity, we will send your **User Name** to the email address we have on file for you.
[I forgot my User Name](#)

Forgot Password
We can send a new **temporary password** to your email address on file. Use it to log in, and then you can change it.
[I forgot my Password](#)

Register
You can start right here. It takes just a few minutes.
[I need to register my account](#)

Contact Customer Service
If you cannot find answers to your questions on this site, you can speak with a customer service representative.
[I'd like to contact Customer Service](#)

QUESTIONS?
talk to a representative
[talk now »](#)

Customer service
Find **Login Assistance**, **Help Topics** and other information.
Or call **1-877-559-2955**.

Talk to a representative
Select **talk now** to set up a time for a representative to call you.

Help topics

You will find a variety of additional **Help Topics** on the **Customer Service** page.

[Contact Us](#) | [Help Topics](#) | [Most Used Forms](#) | [Website Tour](#) | [Medical Supplies Policies](#) | [Media](#)

Help Topics

Welcome to our Help Topics

We have put our most popular information in one handy place for your convenience. Our most common topics are listed at right. If you do not find the answer you need, or you need additional information, you may contact [Customer Service](#), at any time, day or night.

Choose a Topic

Frequently Asked Questions
Text Messages Reminder - Frequently Asked Questions
Ordering Prescriptions
Using Your Account
Technical Questions
Shipping and Delivery
Understanding Your Formulary
Generic Drugs
Account Access (Learn More...)
How to Use the Site
Mobile Site

Choose a topic

Find the answers to many of our most common topics and frequently asked questions.

Contact us

You can contact us electronically, by phone or mail.

[Contact Us](#) | [Help Topics](#) | [Most Used Forms](#) | [Website Tour](#) | [Medical Supplies Policies](#) | [Media](#)

Contact Us

Contact us electronically, by phone or mail

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. If you have questions that need answers right away, please call Customer Service at the numbers above.

EMAIL

You can always contact Customer Service by email at rxfeedback@prescriptionsolutions.com. Our goal is to respond to you by email within 24 hours. On average, we reply within less than 8 hours.

[Top](#)

PHONE

If you have questions or concerns, please contact our Customer Service Advocates at the numbers listed below.

Customer Service, Mail Order Pharmacy: 1.877.559.2955
TDHI (for the hearing impaired): 1.800.498.5428
24 hours a day, 7 days a week

Medical Supplies Pharmacy: 1.866.208.7707
Monday - Friday, 7:00 a.m. - 7:00 p.m., Central Time

Medicare Prescription Drug Plan Members (PDP): 1.877.889.5802
TDHI (for the hearing impaired): 1.866.394.7218

Medicare Advantage Prescription Drug Plan Members (MAPD): 1.877.889.6358
TDHI (for the hearing impaired): 1.800.498.5428

Prior Authorization (Physicians): 1.800.711.4555, option 2

Pharmacists are available 24 hours a day, 7 days a week to answer questions or address concerns from Prescription Solutions by OptumRx Mail Service customers.
Phone: 1.800.788.4863
TDHI (for the hearing impaired): 1.800.498.5428

If you are having a medical crisis, please call 911, or contact your local emergency assistance service immediately.

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

Prior authorization

Your doctor can contact us to request **prior authorization**.

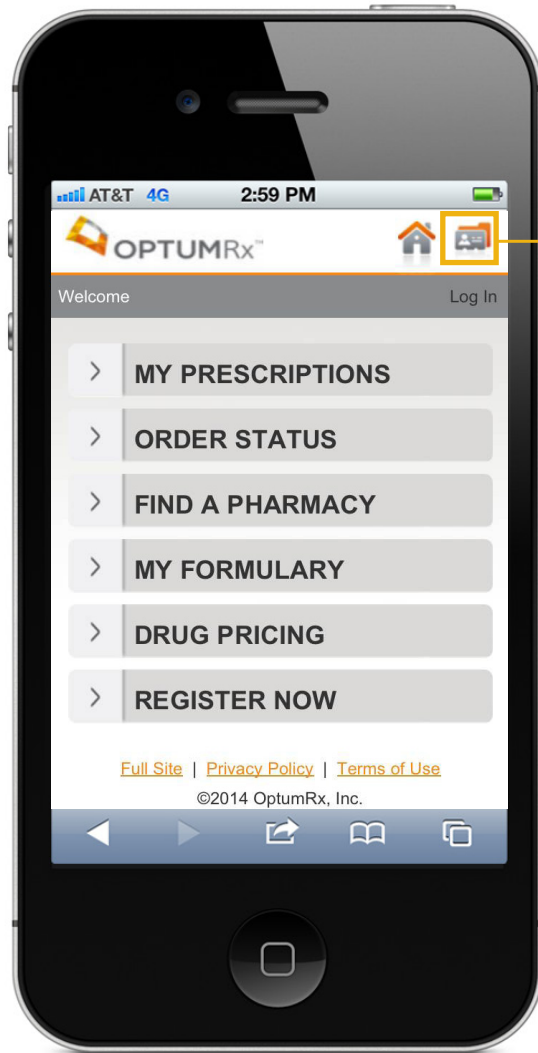
OptumRx pharmacists

Pharmacists are available 24 hours a day, 7 days a week to answer questions from mail service customers.

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



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 **optum.com**.

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