

Mail Service Member Select Program

The ideal blend of cost-saving performance and flexibility



Leverage the power of OptumRx® Mail Service Pharmacy

Increasing mail service usage is a proven strategy for controlling rising pharmacy costs. Yet when it comes to mail service programs, many employers are sensitive about employee satisfaction. The Mail Service Member SelectSM program provides an effective balance between achieving cost savings through greater mail service usage and providing employees a choice in how they receive their maintenance medications.

A more flexible mail service solution

The new Mail Service Member Select program allows employers to capitalize on the many advantages of a mail service benefit, while giving members the flexibility to fill their maintenance medications via mail service or at a retail pharmacy. Members are automatically enrolled in Mail Service Member Select and can begin realizing the benefits of mail service pharmacy immediately. If members choose not to participate in the program, they will need to take an active step to disenroll in order to continue filling their maintenance drugs at a local pharmacy at their retail cost share amount. The ability to disenroll from mail service helps maintain member satisfaction, while continuing to help manage pharmacy benefit costs.

How Mail Service Member Select works

Mail Service Member Select allows members two retail pharmacy fills of their maintenance medication* before a decision is required. Members must either enroll their maintenance medications in the OptumRx Mail Service Pharmacy or they can disenroll their medications from mail service and continue to refill their maintenance prescriptions at a retail pharmacy. If no decision is made, and the member continues to fill maintenance medication prescriptions at a retail pharmacy, the member may pay 100% of the drug cost until a decision is made.

With Mail Service Member Select, members may disenroll from mail service for one year at a time by notifying OptumRx by phone or online through their pharmacy benefit website. This decision must be confirmed annually. Members who disenroll may continue filling maintenance medications at their standard cost.

Member communication and education

Members are notified of the Mail Service Member Select program by phone and by mail after their initial fill at a retail pharmacy. The communications explain the benefits of OptumRx Mail Service Pharmacy and their options to disenroll from the program. After the second retail fill, they are contacted again with similar communications. Members will receive an annual notification letter about 30 days prior to the expiration date informing them they will need to renew their option another year if they wish to continue filling at retail.

The many benefits of the mail service pharmacy include:



Cost savings: Members may pay less for their medication with an up to three-month supply through OptumRx Mail Service Pharmacy.



Convenience: Members receive home delivery of their medication with free standard shipping. This means fewer trips to the retail pharmacy.



24/7 access: Members can speak with a pharmacist who can answer questions anytime, any day.

To learn more about the Mail Service Member Select program, contact your UnitedHealthcare representative.

UnitedHealthcare
Insurance Company



*Does not apply to drugs in the Specialty medication program

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.

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