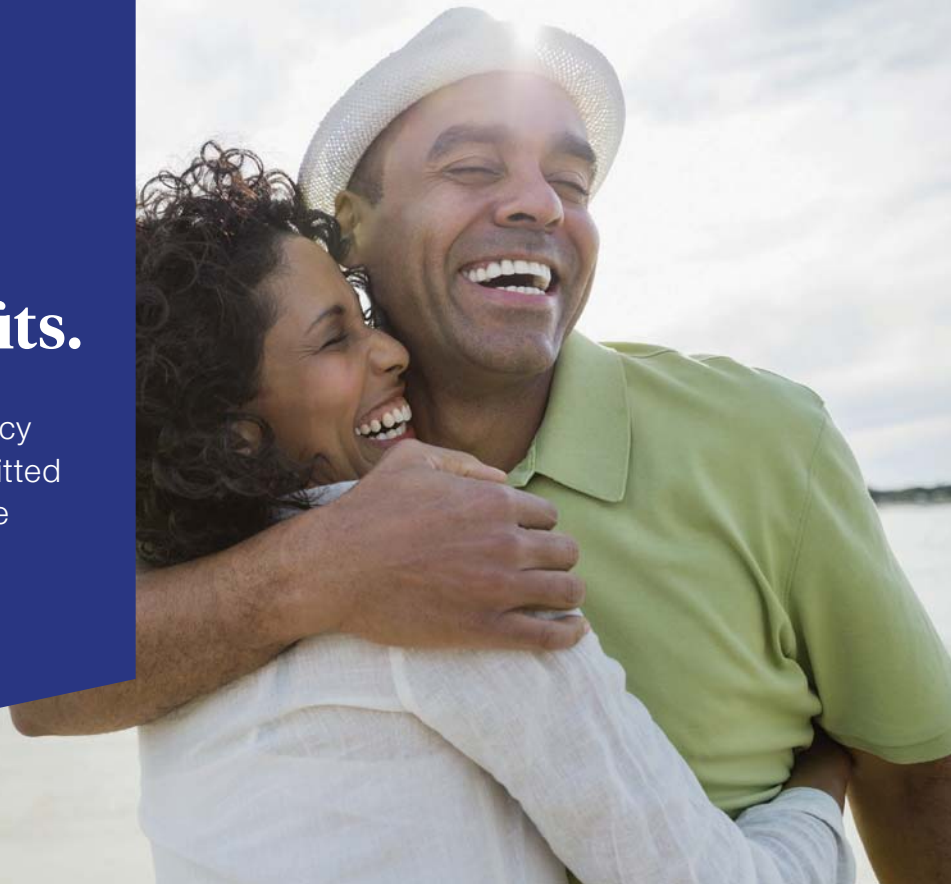




Using your pharmacy benefits.

OptumRx is your plan's pharmacy services manager and is committed to helping you find cost-effective ways to get your medications.



Set up your online account.

Once registered on **myuhc.com**[®], access the pharmacy section to:

- Manage your home delivery medications.
- Set up email or text message¹ reminders.
- Check your order status.

Use the UnitedHealthcare[®] app.

Manage your prescription benefit and home delivery orders with the UnitedHealthcare app on your smartphone or tablet.

Use a network pharmacy.

Be sure to fill your prescriptions at a network pharmacy, otherwise they may not be covered or you may pay more.² Finding a network pharmacy is easy:

- Log in to **myuhc.com**.
- Or use the UnitedHealthcare app.
- Or call the number on your health plan ID card.

Home delivery from OptumRx.

Use OptumRx® home delivery to help manage the medications you take regularly. Home delivery is reliable and offers the following advantages:



Cost savings.

You may pay less for your medication with a 3-month supply through OptumRx.



Convenience.

Get free standard shipping.



24/7 access and reminders.

Speak to a pharmacist any time, any day. Set up medication reminders.

You may be able to refill your home delivery prescriptions automatically through the Automatic Refill program.

If you need your medication right away, ask your doctor for a 1-month prescription to fill at a local pharmacy and a 3-month prescription you can use to set up home delivery.

Choose home delivery.

By going online:

Visit myuhc.com, register and follow the simple step-by-step instructions.

By phone:

Call the member phone number on the back of your plan ID card. It's helpful to have your plan ID card and medication bottle available.

By ePrescribe:

Your doctor can send an electronic prescription to OptumRx. Prescriptions for controlled substances, such as opioids, can only be ordered by ePrescribe.*

*This update does not apply to providers in Alaska, Guam, Puerto Rico or the U.S. Virgin Islands.

Making medication decisions.

Use the UnitedHealthcare prescription drug list (PDL).

The PDL is a list of your plan's covered medications. The medications are organized into cost tiers. Choosing medications in lower tiers may save you money.

Cost tier	Includes	Helpful tips
\$ Tier 1 — Lowest cost	Lower-cost medications. Some brand-name medications.	In most cases, Tier 1 medications have the lowest cost. Consider generic options which may also help you save.
\$\$ Tier 2 — Mid-range cost	Mix of brand-name and generic medications.	Tier 2 drugs may cost less than Tier 3 drugs. ³
\$\$\$ Tier 3 — Highest cost	Highest cost brand-name medications and some generic medications.	Many Tier 3 medications have lower-cost options in Tiers 1 or 2. Ask your doctor if they could work for you. ³

Some Connecticut plans have a fourth tier that includes higher cost brand-name and generic medications, as well as non-preferred brand-name and specialty medications.

Save money.

In most cases, generic medications have a lower co-pay than brand name medications. Ask your doctor if there is a generic alternative for you.

Compare prices.

Search for lower-cost alternatives. Just log in to myuhc.com. Or use the UnitedHealthcare app.



Tips.



Know your plan.

Your plan may require one or more of the following for your prescription to be covered:

Prior authorization: approval to get a medication.

Step therapy (First Start for NJ plans only): trying one medication before another.

Quantity limits: only a certain amount of the medication is allowed for coverage.



Talk to your doctor.

When you talk with your doctor, use the UnitedHealthcare app to confirm coverage and costs. You can also talk about what you need to do to get your medication.



Optum® Specialty Pharmacy

At Optum Specialty Pharmacy, we offer the resources, programs and clinical support you need to manage your specialty medications with confidence.

Log on to myuhc.com see if you could save. Or use the UnitedHealthcare app.

Your plan may also include.

Your plan **may include** the cost-saving medication home delivery program below. With each of these programs, you are allowed a limited number of refills at your current pharmacy. Then you must take action.

Mail Service Saver

Switch to OptumRx home delivery or you may pay more.

Mail Service Saver Plus

Switch to OptumRx home delivery or you will pay the full price for your medication.

UnitedHealthcare® does not discriminate on the basis of race, color, national origin, age, disability, or sex in its health programs or activities. If you think you were treated unfairly because of your sex, age, race, color, disability or national origin, you can send a complaint to the Civil Rights Coordinator.

Online: UHC_Civil_Rights@uhc.com
Mail: **Civil Rights Coordinator.**
 UnitedHealthcare Civil Rights Grievance.
 P.O. Box 30608 Salt Lake City, UTAH 84130

You can also file a complaint with the U.S. Dept. of Health and Human Services.

Online: <https://ocportal.hhs.gov/ocr/portal/lobby.jsf>
Complaint forms are available at
<http://www.hhs.gov/ocr/office/file/index.html>.

Phone: Toll-free 1-800-368-1019, 800-537-7697 (TDD)

Mail: **U.S. Dept. of Health and Human Services.**
200 Independence Avenue,
SW Room 509F, HHH Building
Washington, D.C. 20201

Multi-language interpreter services

تنبيه: إذا كنت تتحدث العربية (Arabic)، فإن خدمات المساعدة اللغوية المجانية متاحة لك. الرجاء الاتصال على رقم الهاتف المجاني الموجود على معزف العضوية.

注意事項：日本語(Japanese)を話される場合、無料の言語支援サービスをご利用いただけます。健康保険証に記載されているフリーダイヤルにお電話ください。

توجه: اگر زبان شما فارسی (Farsi) است، خدمات امداد زبانی به طور رایگان در اختیار شما می باشد. لطفاً با شماره تلفن رایگانی که روی کارت شناسایی شما قید شده تماس بگیرید.

OGOW: Haddii aad ku hadasho **Soomaali (Somali)**, adeegyada taageerada luqadda, oo bilaash ah, ayaad heli kartaa. Fadlan wac lambarka telefonka khadka bilaashka ee ku yaalla kaarkaaga agoonsiga.



Questions? Visit myuhc.com to learn more.

¹ OptumRx provides this service at no cost. Standard message and data rates charged by your carrier may apply.

² In New York, prescriptions filled at an out-of-network pharmacy may not be covered. In New Jersey, you may need to pay more for prescriptions filled at an out-of-network pharmacy.

³ For New Jersey plans, generic drugs will not exceed \$25 for a 30-day supply, preferred drugs will not exceed \$50 for a 30-day supply, and non-preferred drugs will not exceed \$75 for a 30-day supply.

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

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United
Healthcare

NEW PRESCRIPTION MAIL-IN ORDER FORM

1 Member and physician information — please use black or blue ink. One form per member.

Member ID Number			(Additional coverage, if applicable) Secondary Member ID Number		
Last Name			First Name		MI
Delivery Address					Apt. #
City	State	ZIP	Phone Number with Area Code		
Date of Birth (mm/dd/yyyy)	Gender ○ M ○ F	Email			
Physician Name			Physician Phone Number with Area Code		

2 Health history

Medication Allergies: ○ Aspirin ○ Erythromycin ○ Quinolones ○ Others: _____ ○ None known ○ Cephalosporins ○ Sulfa _____ ○ Amoxil/Ampicillin ○ Codeine ○ Penicillin ○ Tetracyclines _____				
Health Conditions: ○ Asthma ○ Glaucoma ○ High cholesterol ○ Others: _____ ○ None known ○ Cancer ○ Heart condition ○ Osteoporosis _____ ○ Arthritis ○ Diabetes ○ High blood pressure ○ Thyroid Disease _____				
Over-the-counter/herbal medications taken regularly: _____				

3 Pharmacy processing

Generic substitution. FDA-approved generic equivalents will be dispensed for brand-name drugs whenever possible, unless you or your physician indicate otherwise. Brand-name medications may be subject to a higher cost. **If you require brand-name medications, please list those medications here:**

Keep on file. If you are including any prescriptions that you want to keep on file for shipment at a later date, please list them here:

Notes to pharmacy:

4 Payment and shipping information — do not send cash

Standard delivery is included at no charge. New prescriptions should arrive within about 10 business days from the date the completed order is received. Completed refill orders should arrive within about 7 business days. OptumRx will contact you if there will be an extended delay in delivering your medications.

You may log on to **www.optumrx.com** to see if drug pricing information is available before enclosing payment. Once shipped, medications may not be returned for a refund or adjustment.

<input type="radio"/> Ship overnight. Add \$12.50 to order amount (subject to change). <input type="radio"/> Check enclosed. All checks must be signed and made payable to: OptumRx. <input type="radio"/> Charge to my credit card on file. <input type="radio"/> Charge to my NEW credit card.	New Credit Card Number <div style="border: 1px dashed black; height: 20px; width: 100%;"></div> Expiration Date (Month/Year) <div style="border: 1px dashed black; height: 20px; width: 100%;"></div>	Visa, MasterCard, AMEX and Discover are accepted.
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Signature: _____ **Date:** _____

For new prescription orders and maintenance refills, this credit card will be billed for copay/coinsurance and other such expenses related to prescription orders. By supplying my credit card number, **I authorize OptumRx to maintain my credit card on file as payment method for any future charges.** To modify payment selection, contact customer service at any time.

5 Mail this completed order form with your new prescription(s) to OptumRx, P.O. Box 2975, Mission, KS 66201. DO NOT STAPLE OR TAPE PRESCRIPTIONS TO THE ORDER FORM.

