

## 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

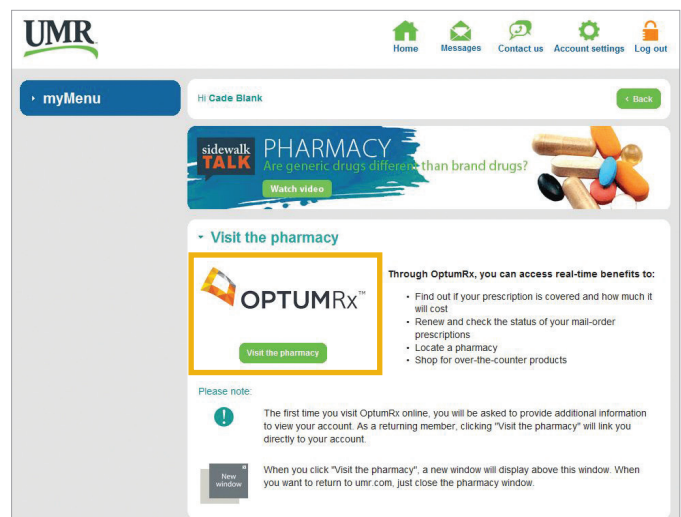
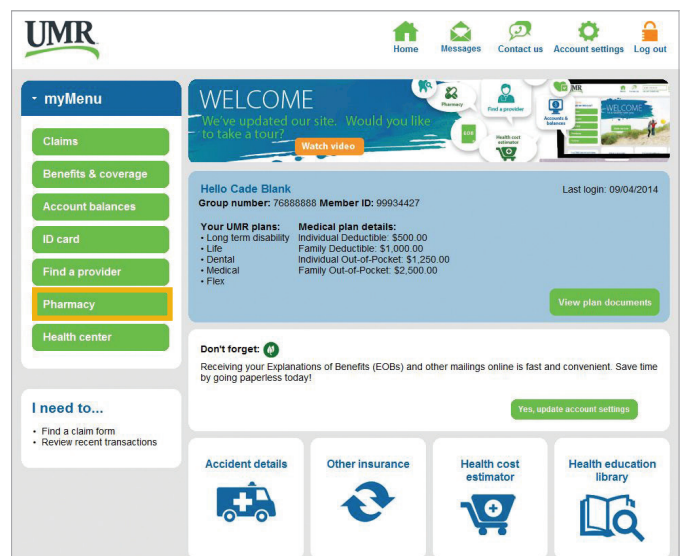
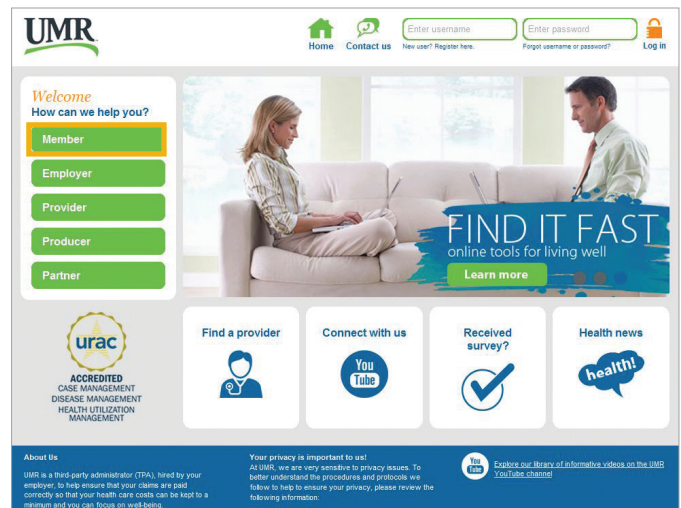
## UMR home page

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

## 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

The screenshot shows the OptumRx website interface. At the top is a navigation bar with links: Home, Order status, Member tools, Specialty pharmacy, Information center, Benefits and claims, and My profile. A user named Christopher is logged in, with a dropdown arrow next to the name. A shopping cart icon shows 0 items. Below the navigation bar is the 'My Medicine Cabinet' header. Under this header, it says 'Christopher' and 'You manage 1 household member. Choose who you want to view'. Below this is a section titled 'At a glance' which contains two buttons: 'Quick Checkout Order 2 refills' and 'Track orders Track 1 order'. To the right of these buttons is a 'Savings Advisor' box that says 'Save up to \$21.30 a year by sending medications right to your home in 90-day prescriptions with our home delivery service.' Below the 'At a glance' section is a 'Sort medications by:' dropdown menu set to 'Priority actions (default)'. To the right of this are 'Grid view' and 'List view' buttons. Below this is a section titled 'OptumRx Home Delivery: 5 medications'. This section contains three medication cards. Each card shows the medication name, a 'View details' link, the Rx number, the cost per refill, and a visual representation of the medication (pill or tablet) with 'Refills remaining' and 'Est. days until next refill' information.

Medication	Rx	Cost per refill	Refills remaining	Est. days until next refill
FELODIPINE ER TAB 2.5MG	185749453	\$10.00 (per 90-day supply)	3	
LEVOTHYROXINE TAB 0.112MG	185749454	Pricing not available	1	
METFORMIN ER TAB 500MG	185749455	\$5.65 (per 90-day supply)	0	0

**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.

## Order Status

**Order status**

Christopher Boyd  
[Choose who you want to view](#)

Search for active or completed orders by entering a drug name or order number below

Drug name or order number  
Example: Lipitor, 123457689

1 OptumRx orders

Active orders Last 3 months

CB Christopher Boyd

**Processing request**  
Consider contacting your doctor to speed up the process

Request number: [237318963](#)

Medications in this order  
• ATENOLOL TAB 50MG

Request placed Processing request Order received Pharmacist is reviewing Order processing Preparing for shipment

### 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

The screenshot shows the OPTUMRx website interface. At the top, there's a navigation bar with links like Home, Order status, Member tools, Specialty pharmacy, Information center, Benefits and Claims, and My profile. The user is logged in as Christopher. The main heading is "Drug search result". Below this, there's a section for "New search" with a note about drug images. The drug being searched is "LIPITOR TAB 10MG" (Brand: NDC 00071015323). The dosage is "1 per day". There are tabs for "20 days retail" and "90 days home delivery". A "Coverage alert" states: "This medication requires a Prior Authorization before coverage will be provided." Below this, there are tabs for "Drug info", "Price this drug", and "Lower-cost options". The "Price this drug" tab is selected, showing "Drug pricing" information. It includes a note about checking out pharmacy prices and a link to "Select pharmacies to compare". The results show the lowest prices found near Stevensville, MI 48127. The results are organized into a table with columns for the pharmacy, supply quantity, plan payment, and the amount the user pays. The pharmacies listed are WALGREENS #6444 6444, MARTINS PHARMACY 23, and WALGREENS #11265 11265. All three pharmacies show "Not available" for the plan payment and "Not available" for the user payment. A "Request prescription" button is visible next to the home delivery option.

Pharmacy	Supply (Qty)	Plan pays	You pay
OPTUMRx	90 day supply (Qty: 90)	Not available	Not available
Home delivery - the most convenient way to save. 90 days of medication delivered right to your door. <a href="#">Learn More</a>			<a href="#">Request prescription</a>
<b>Plan Preferred Pharmacy</b> WALGREENS #6444 6444 Language support, In-network 2405 W Genesee Rd, Stevensville, MI, 48127 <a href="#">268-628-7268</a>	30 day supply (Qty: 30)	Not available	Not available Pricing under your plan is not available online. <a href="#">View the average retail price</a>
MARTINS PHARMACY 23 Language support, In-network, Infusion Services 5637 Cleveland Ave, Stevensville, MI, 48127 <a href="#">268-628-8661</a>	30 day supply (Qty: 30)	Not available	Not available Pricing under your plan is not available online. <a href="#">View the average retail price</a>
<b>Plan Preferred Pharmacy</b> WALGREENS #11265 11265 Language support, In-network 1710 W John Beers Rd, Stevensville, MI, 48127 <a href="#">268-628-1133</a>	30 day supply (Qty: 30)	Not available	Not available Pricing under your plan is not available online. <a href="#">View the average retail price</a>

## Claims History

The screenshot displays the OptumRx website interface. At the top, the OptumRx logo is on the left, and a user profile icon is on the right. Below the logo, a navigation bar contains links: Home, Order status, Member tools (which is expanded to show a dropdown menu with options like Drug information, Drug pricing, Drug list tool, Lower-cost options, Pharmacy locator, and My medication reminders), Specialty pharmacy, Information center, Benefits and claims, and My profile. On the far right of the navigation bar is a Cart icon with a red circle containing the number 0. The main content area is titled 'My Medicine' and includes a user profile section with a silhouette icon and the text 'You manage 1 household'. To the right of this is a 'Print' button. Below the profile section is an 'At a glance' section with a 'Quick Checkout' button labeled 'Order 1 refill'. To the right of this are two informational boxes: one for 'Hassle-Free Fill' and another for 'Medication reminder'. At the bottom of the page, there is a 'Sort medications by:' dropdown menu set to 'Priority actions (default)' and two buttons for 'Grid view' and 'List view'.

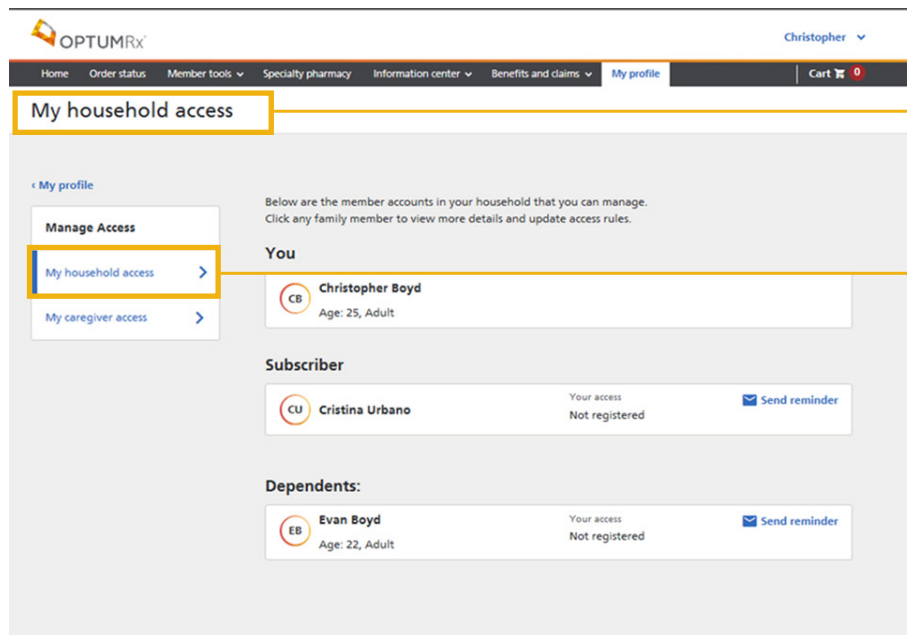
### Claims History:

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.



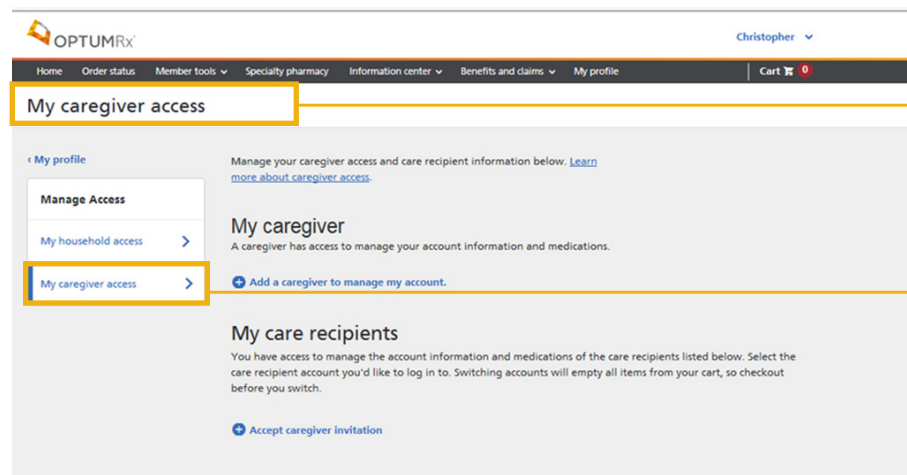
### Household/caregiver access

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).



### 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 and the email address you received the invitation from.

Select **Accept your Caregiver Invitation**.

## My medication reminders

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

**OPTUMRx** Christopher

Home Order status **Member tools** ▼ Specialty pharmacy Information center ▼ Benefits and claims ▼ My profile Cart 0

### Text Notifications

**Christopher**  
You manage 1 household member. [Choose who you want to view](#)

**My profile**

- Manage information
- My medication reminders**
- My contacts

#### Manage text notifications

Receive text notifications about the information that is important to you. Message and data rates may apply. Please see our [Privacy Policy](#), [Terms and Conditions](#), or [FAQ](#) for more details.

Phone number	Time zone	Status	
---	---	Inactive	<a href="#">Edit</a>

#### Program enrollment

By turning on text notifications, you understand these communications are sent by encrypted methods and there is some risk that health information could be read or accessed by someone else, particularly if someone else has access to your phone or mobile device.

#### Home Delivery Text Notifications

These notifications are available to you once you complete enrollment above.

#### 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](#)

### 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

### Update medication reminders

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

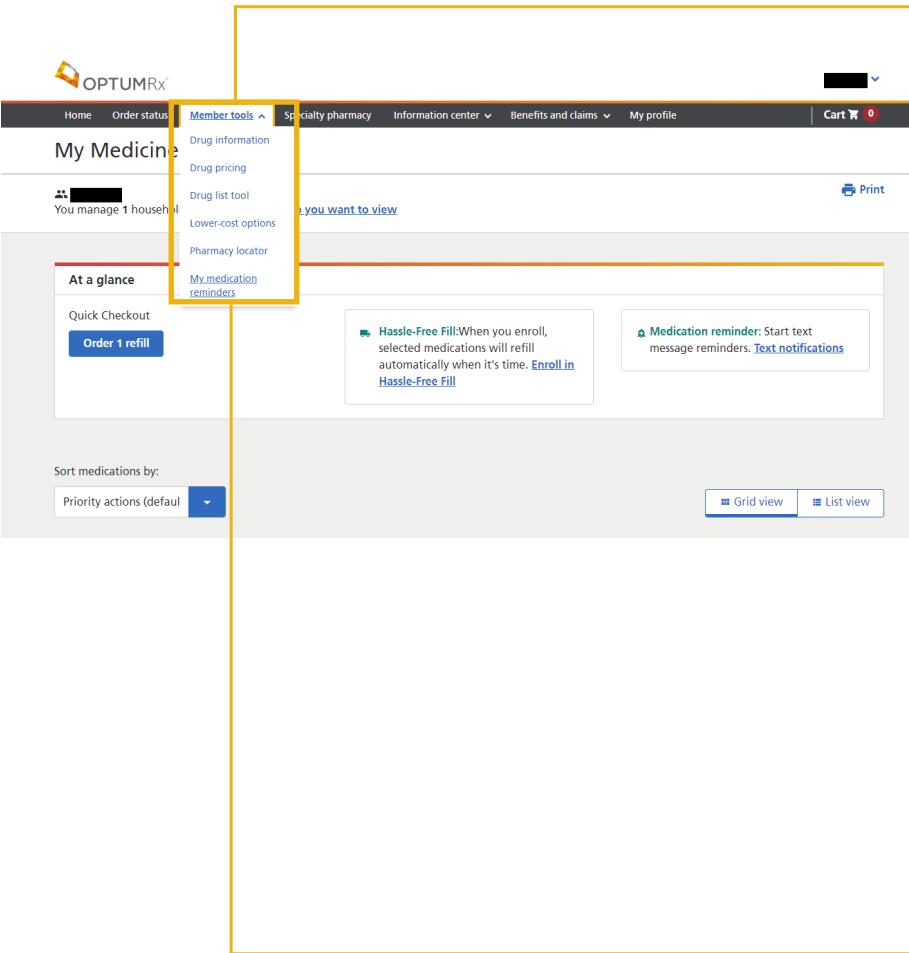
### Medication-specific reminders

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:



The screenshot shows the OPTUMRx website interface. A dropdown menu for 'Member tools' is open, listing the following options: Drug information, Drug pricing, Drug list tool, Lower-cost options, Pharmacy locator, and My medication reminders. A yellow box highlights this dropdown menu. To the right of the screenshot, five text boxes provide descriptions for each tool listed in the dropdown. Lines connect each tool in the dropdown to its corresponding description box.

- Drug information**  
Find detailed information about thousands of prescription drugs.
- Home Delivery information**  
Find for detailed information about thousands of prescription drugs.
- Low Cost Options information**  
Search prices for medications and find their lower-cost alternatives.
- Locate a pharmacy**  
Enter your zip code and select **GO** to find a retail pharmacy near you.

## Contact us page

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

The screenshot shows the OptumRx website's 'Contact us' page. The top navigation bar includes links for Home, Order status, Member tools, Specialty pharmacy, Information center (selected), Benefits and claims, and My profile. A user named Christopher is logged in. The main content area is titled 'Contact us' and features three primary sections: 'Feedback form', 'Have a Question?', and 'Have us call you'. The 'Feedback form' section includes a link to the online feedback form. The 'Have a Question?' section provides a customer service number and a note about emergency services. The 'Have us call you' section features a 'Click to call' button. Below these sections is the 'Mailing address' for order forms and the corporate office. Three yellow callout boxes are present: one pointing to the 'Feedback form' section, one pointing to the 'Have a Question?' section, and one pointing to the 'Click to call' button.

**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.  
[Feedback form](#)

**Have a Question?**  
For questions or concerns, please call the number on the back of your member ID card.  
Customer Service number is located on the back of your ID card.  
If this is an emergency, dial 911.

**Have us call you**  
Talk with an OptumRx employee right now.  
[Click to call](#)

**Mailing address**  
**Mailing address for order forms**  
OptumRx  
PO Box 509075  
San Diego, CA 92150-9075  
**Corporate office**  
OptumRx  
2300 Main Street  
Irvine, CA 92614

### 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

Call **1-877-559-2955**

### Have us call you

Select **Click to Call** 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.

The screenshot shows the OptumRx website's Education page. The top navigation bar includes links for Home, Order status, Member tools, Specialty pharmacy, Information center (selected), Benefits and claims, and My profile. A user named Christopher is logged in. The main content area is titled "Education" and contains four sections: OptumRx Info, Drug Info, FAQs, and How-to videos. Each section is highlighted with an orange box, and lines connect these boxes to a list of help topics on the right.

Don't see what you're looking for? [Contact us](#)

**OptumRx Info**

- [Using your account >](#)
- [Account access >](#)
- [Shipping and delivery >](#)
- [Mobile apps >](#)

**Drug Info**

- [Generic drugs >](#)
- [Understanding your Formulary >](#)
- [Medicine disposal >](#)
- [Ordering prescriptions >](#)
- [Opioids >](#)

**FAQs**

- [Medication reminders >](#)
- [Technical questions >](#)

**How-to videos**

- [Who is OptumRx? >](#)
- [What is Prior Authorization? >](#)
- [What is home delivery? >](#)
- [Online tools >](#)
- [What is Hassle-free Fill? >](#)
- [What is a formulary? >](#)
- [Manage your pharmacy benefit online >](#)

**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.



### 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



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](https://www.optum.com).

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