

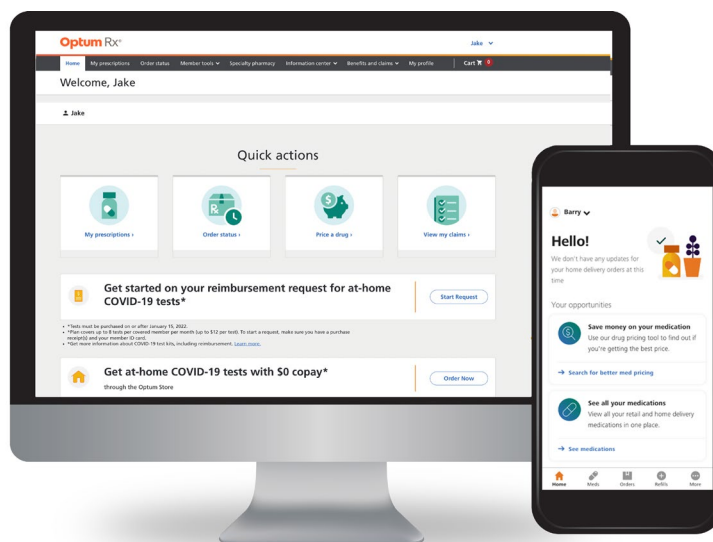
Optum Rx digital tools quick-start guide

Convenient tools for today's on-the-go consumers

Intuitively designed, the Optum Rx website and mobile app provide members with tools and information to help them manage their pharmacy benefits from anywhere, at any time.

Whether a member is tracking an order, searching for a lower-cost alternative, electing home delivery to save time and money, or setting medication reminders, the Optum Rx consumer website provides seamless, smart and personalized digital tools that make managing pharmacy benefits simple.

The enclosed step-by-step instructions cover our standard member website functionality. (The app has most of the same functionality, but this guide focuses on the website.)



Members can go online to quickly manage and access pharmacy benefits including:

- **Drug pricing** – Our intuitive, precision pricing technology enables consistency and buying channel transparency across all touch points, allowing members to compare costs, find medication alternatives and save.
- **Order tracking and prior authorization** – Avoid delays, release holds, and track order status for home delivery of maintenance medications.
- **Pharmacy locator** – Find the closest network pharmacy.
- **Proactive notifications and reminders** – Push medication and text reminders, notifications and alerts offer clear directives.
- **Automatic refill and home delivery programs** – No more standing in lines – maintenance medications arrive right on time.
- **View claims and benefit information** – Identify what is covered and how much the plan benefit pays for a specific medication.
- **Securely refill by scan or image** – Use a smartphone camera to refill a maintenance prescription without having to sign in.
- **My prescriptions** – Manage medications with one click.
- **Savings advisor** – Promote savings opportunities or lower-cost options.

Registering for an online account

Registering is quick and easy.

1. From the sign-in page on the member website, enter basic member information and create your HealthSafe ID® and password.
2. Enter member ID information.
3. A confirmation message will appear at the top of the screen and also be sent via email. It may be in the member's spam folder.

Members can download and sign in to access pharmacy benefits and prescription information from anywhere, any time. Once created, their sign-in information can be used to access their account on both the mobile app and website.

When registering for a household, members will need to enter the information shown on each member's plan ID card.

HealthSafe ID®

Let's get you registered

Create your [HealthSafe ID®](#) to help protect the security of your personal health information.

All fields are required unless marked as optional.

First Name

Last Name

Date of Birth (Month, DD, YYYY)

Month DD YYYY

Identification Type [Help](#)

Member ID
 Caregiver

ZIP Code

Member ID

[Continue](#)

✓ Your information has been verified.

HealthSafe ID®

Set up your account

Create your [HealthSafe ID®](#) account by completing the fields below.

All fields are required unless marked as optional.

Username

Password

Email Address

Remember my username on this [trusted device](#). (Optional)

I agree to the [Terms of Use](#), [Privacy Policy](#) and [Consumer Communications Notice](#).

[Continue](#)

Need Help?

For website registration or technical support please call us at [1-888-326-1269](tel:1-888-326-1269).

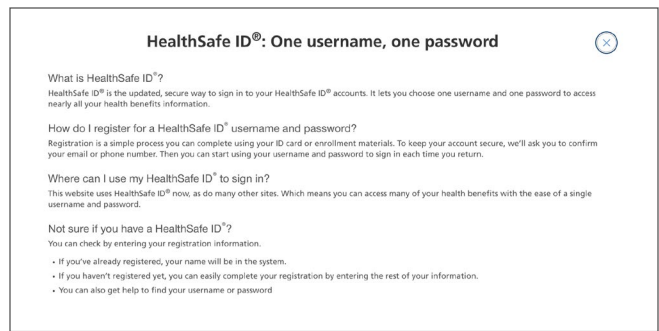
[Registration Help](#) > [Accessibility Statement for Individuals with Disabilities](#)

Sign in securely with HealthSafe ID

Optum Rx and other Optum websites use HealthSafe ID for online account access, enabling members to access their benefits with a single username and password. HealthSafe ID heightens account security through:

- Enhanced account recovery in the event of a forgotten password
- One-time passcode capability for enhanced security
- Email address and mobile confirmation to ensure account holder ownership

After setting up their online account at optumrx.com, members will be prompted to sign in by using their HealthSafe ID and password. This is just one of the ways we maintain security.



Quick actions from the home page

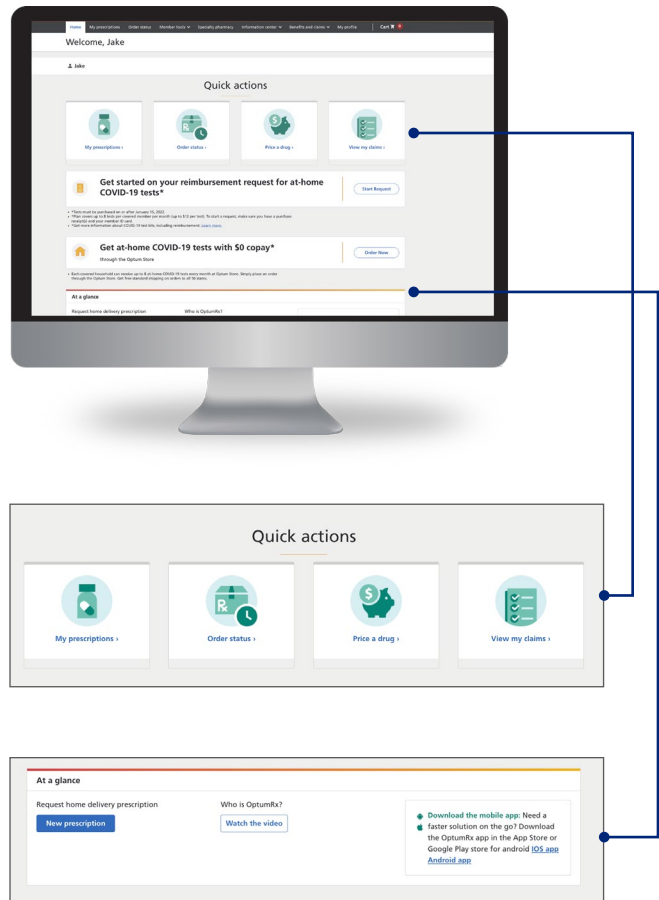
The home page delivers important alerts and lets members take care of common tasks quickly and easily:

- My prescriptions offers members one-step access to their prescriptions
- Order status takes users to any orders
- Price a drug provides real-time pricing options and lower-cost alternatives
- View my claims offers quick access to a member's claims history
- Pharmacy locator quickly finds network pharmacies from a members immediate location

At a glance

Members can take advantage of all of their benefits with additional convenience and saving opportunities:

- **Savings advisor** offers opportunities to save on medication or register for home delivery of maintenance medications
- **Home delivery** skip trips to the pharmacy by shipping 90-day medication supplies to their home
- **Medication reminders** let members set up text notifications, so they never forget to take a medication
- **1-click checkout** lets members refill eligible prescriptions in seconds



Home delivery

With home delivery, members can receive a 90-day supply of eligible maintenance medications right in their mailbox.

There are a few navigation paths to see which of their medications are eligible:

- From the home page, select the blue home delivery button on the right-hand side.
- From the At a glance section, select the home delivery link.
- From the top tool bar, select My profile and then home delivery.

Refill, renew or make changes to a current home delivery prescription in three simple steps.

1. Select **home delivery service** from the home page's **At a glance** section.
2. From the list of eligible medications displayed, select which retail medications to transfer to home delivery. Select **Transfer to Home delivery**.
3. Select **Proceed to Checkout**.

At a glance

Savings Advisor: Save a trip to the pharmacy and send medications right to your home in 90-day prescriptions with our [home delivery service](#).

Retail pharmacies

Are you getting a prescription through a local pharmacy?
Add the prescription to your Prescriptions page by filling out the drug information form.
[Add medication info](#)

PREVACID 24H CAP 15MG DR > \$54.23
90 day supply
Save money: Save a trip to the pharmacy and send medications right to your home in 90-day prescriptions.
[Transfer to Home Delivery](#)

AMOXICILLIN TAB 875MG > \$19.24
90 day supply
Save money: Save a trip to the pharmacy and send medications right to your home in 90-day prescriptions.
[Transfer to Home Delivery](#)

Medications in Cart (1) [Add more medications](#)

Thor Avenger
Transfer Request
DIOWAN TAB 40MG
Qty: 90 | 90-day supply **\$598.83**

Order summary

Items	1
Subtotal	\$598.83

[Proceed to Checkout](#)

We are reaching out to your doctor to approve a prescription. You can also reach out to your doctor to check in, which may speed up the process.

Provider: **Mahmet Oz**
Phone: 212-305-4434

Address: 177 Fort Washington Ave
New York, NY 10032

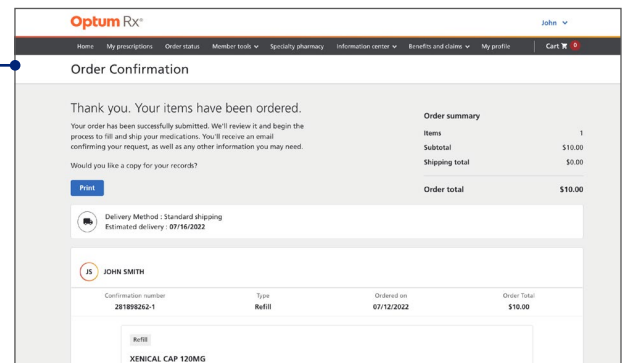
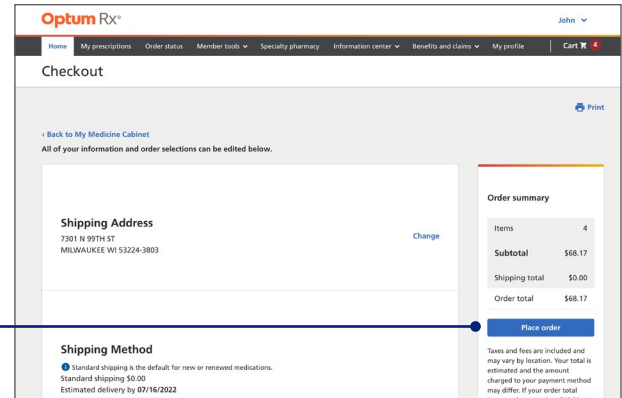
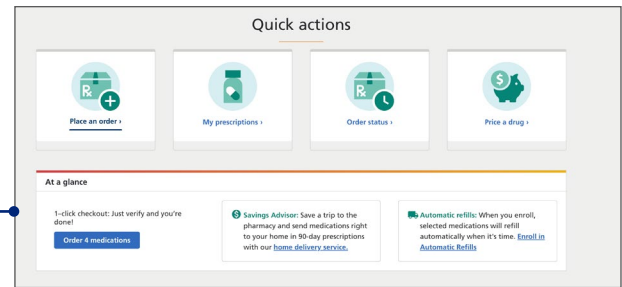
[Remove from cart](#)



Placing an order

Members can order eligible medication in just two clicks:

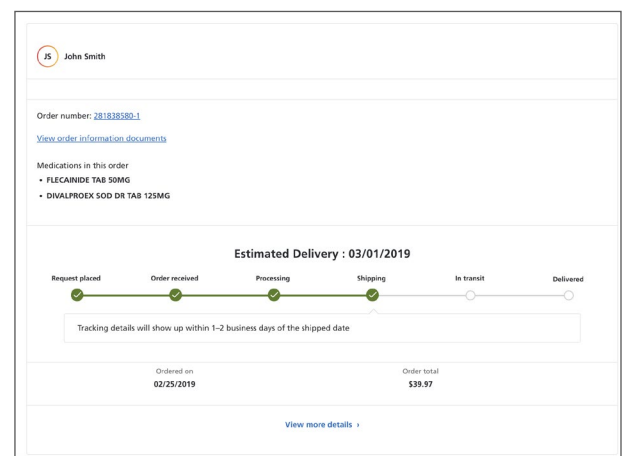
1. The **Place an order** button takes members to list of any medications that are eligible for **1-click checkout**.
2. From there, they can edit or remove items. Selecting **Place order now** will initiate the order. Members can also edit or remove prescriptions from the automatic refill program. In cases where a doctors prescription renewal is required, we will send members an action alert.
3. When the order has been processed, members will receive an order confirmation.



Order status

Members can track orders in real time from any device. When they select **Order status**, they'll see a bar showing the progress of each order.

Proactive alerts notify members of actions they need to take to keep their orders moving without having to call customer service.





My prescriptions

Members can manage prescriptions in a variety of ways:

- By selecting **My prescriptions** from the top navigation or
- By selecting the **My prescriptions** button under the **Quick actions** section of the home page

Members will see all their medications, including home delivery prescriptions, retail pharmacy prescriptions, and any over-the-counter medications they've logged. Members may also select another family member and manage their prescriptions or request a new prescription from this page.



Price a drug

Optum Rx precision pricing technology is built into our tools. Whether they call us, use the app, or select **Drug pricing and information** or **Drug search** members will see a listing of pharmacies with the best price for the medication highlighted, as well as lower-cost alternative. This is just one of the ways that we provide pricing transparency.

1. On the website, select **Drug pricing and information** or **Drug search**.
2. Enter the medication name to price or select from the list of current medications displayed.
3. The pricing tool will show price results for pharmacies near the member's location and highlight the best price available.

Optum Rx
John
Home My prescriptions Order status Member tools Specialty pharmacy Information center Benefits and claims My profile Cart

My Prescriptions

John
You manage 2 household members. Choose who you want to view

Active prescriptions Archive

OptumRx Home Delivery

Do you want to add a medication to our home delivery service?
If you request a prescription, we will reach out to your doctor. If your doctor approves the prescription, OptumRx home delivery will send 90-days of medication to your home with free shipping.

[Request a prescription](#)

XENICAL CAP 120MG > \$10.00 30-day supply
[Refill medication](#)

GlyBURIDE(M) TAB 1.25MG > \$17.00 90-day supply
Requires renewal: If you'd like to continue receiving this medication after your final refill, OptumRx will need to reach out to your doctor for approval.
[Renew prescription](#)

Optum Rx
John
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Search for a drug

Look up a drug and find information and pricing at nearby pharmacies. Medical supplies are not available through search. Please call the number displayed on the Contact Us page for coverage information on supplies.

Drug name

Search your current medications

ABREVA CRE 10%
Filed on 02/26/19
10 day supply for \$17.42
WALMART PHARMACY 10-2936
10330 W SILVER SPRING DR

PREVACID 24H CAP 15MG DR
Filed on 02/26/19
30 day supply for \$21.00
WALMART PHARMACY 10-2936
10330 W SILVER SPRING DR

AMOXICILLIN TAB 875MG
Filed on 02/26/19
30 day supply for \$12.83
WALMART PHARMACY 10-2936
10330 W SILVER SPRING DR

Lipitor TAB 10MG
Brand
It is used to prevent heart attacks. It is used to prevent strokes. It is used to prevent chest pain. It is used to lower bad cholesterol. [See more](#)

[See all drug information](#)

Drug pricing options (prices subject to change)

7 options near you Search area Milwaukee, WI 53225 Edit Sort by Recommended

Drug Details
Form and Dosage Strength Lipitor TAB 10MG
Lipitor TAB 10MG
Medical supplies
Quantity based on a 30 day supply
1 per day
Most common

My pharmacy
Walmart Pharmacy 10-2936
102936
10330 W Silver Spring Dr
0 mL
414-355-1838
See all [1] location

\$0.54 per day \$16.31 30 day supply
To request: Contact pharmacy

My pharmacy
Walmart Pharmacy 10-2936
102936
10330 W Silver Spring Dr
0 mL
414-355-1838
See all [1] location

\$0.11 per day \$3.35 30 day supply
To request: Contact pharmacy

OptumRx Home Delivery
Free standard shipping
Learn more
\$0.53 per day \$47.94 90 day supply
[Request](#)

Formulary search

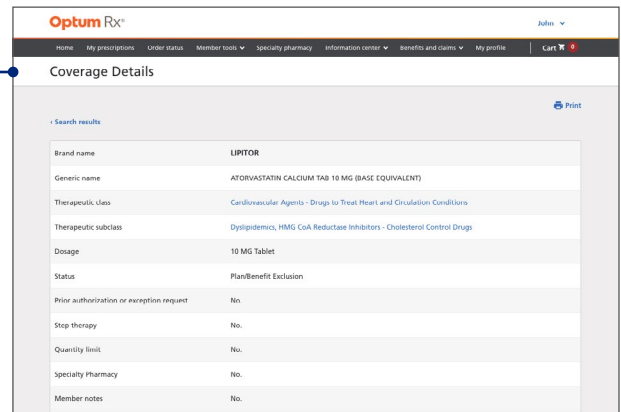
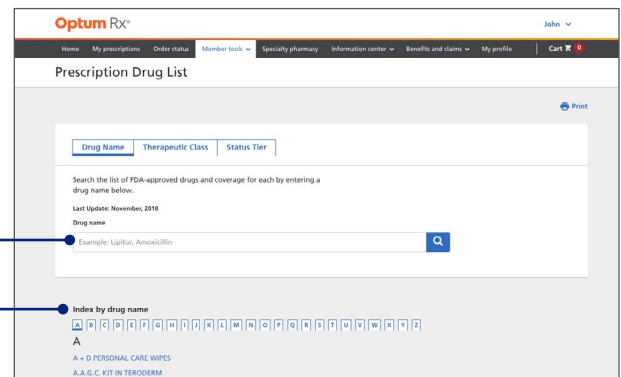
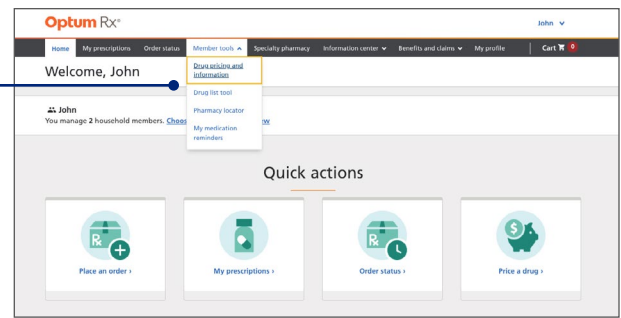
This section of the site helps members see valuable drug information such as formulary tier a medication is listed under PA's, quantity limits, clinical programs and more. Members can search in two ways.

Select prescription drug list (this may differ based on plan) from the dropdown menu under **Member tools** in the top navigation. Members can type in a drug name or select from the list of their current and previous medications.

Members can quickly find out if this medication is covered under their plan by selecting **coverage details**.

Members can look up a medication's tier placement in two steps:

1. Selecting **Prescription drug list** from the **Member tools** dropdown menu in the top navigation.
2. Entering the drug name or searching within the **Index by drug name** list.

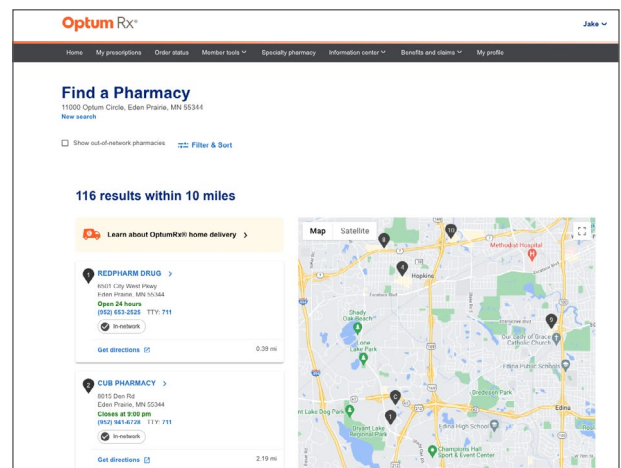


Pharmacy locator

Whether members are close to home or traveling, the pharmacy locator tool makes it easy to find the nearest network pharmacy by:

- Selecting **Pharmacy locator** from the **Member tools** tab in the top navigation
- Selecting **Pharmacy locator** button on the right side of the home page

Members can look up pharmacies by ZIP code, city and state, address and select a radius to determine if they are in network and to price drugs at that location.





View my claims

Members can view claims and identify what a medication costs, how much they have paid and what their plan paid up to 18-months.

To quickly view claims from the home page, members can:

- Select the **View my claims** quick action button
- Select **Claim history** from the **Benefits and claims** dropdown menu in the top navigation.

For each medication listed, members can select **Claim details** to see what the plan covered and what they will be charged or have paid. And if the member can save on that medication, an alert will detail how.

Optum Rx John

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Claim history

John
You manage 2 household members. Choose who you want to view. [Download CSV](#) [Print](#)

Search recent and past claims by entering a drug name below.

Drug name
Example: Lipitor, Amoxicillin

Currently viewing 3 claims Last 3 months

Name	Claim date	Medication details	Pharmacy	Qty	You paid	Claim details
John Smith	02/28/2019	ABREVA CRE 10%	WALMART PHARMACY 10-2936	10.000	\$17.42	Claim details
John Smith	07/06/2019	PREVACID 300 CAP 15MG/30	WALMART PHARMACY 10-2936	80.000	\$21.80	Claim details
John Smith	02/28/2019	AMOXICILIN TAB 875MG	WALMART PHARMACY 10-2936	30.000	\$12.83	Claim details

Total paid: \$51.25

View your benefits plan details

Deductible-related totals
This shows the amount you pay before your health insurance helps cover costs. The initial deductible number is the amount you must cover yourself. Once you reach that number, your health insurance will start paying a share of the expenses, while you may still be responsible for the copay or coinsurance amount.

	Individual	Family
Initial Deductible amount you'll need to pay before health insurance helps cover costs	\$2,600.00	\$5,200.00
Prescription costs to date What you've paid so far in prescription costs. This amount is subtracted from your deductible	\$51.25	\$51.25
Other costs to date What you've paid so far in other health service costs. This amount is subtracted from your deductible, before health insurance helps cover costs	\$0.00	\$0.00
Amount remaining Remaining amount that must be paid before your health insurance helps cover costs.	\$2,548.75	\$5,148.75

Claim details

Optum Rx John

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Claim Details

[View all claims](#) [Print](#)

JOHN SMITH

Claim information Fill date: 02/28/2019 Claim number: 190603441404113	Pharmacy WALMART PHARMACY 10-2936 10330 W SILVER SPRING DR MILWAUKEE, WI 53225 618351838	Payment information You paid: \$17.42 Plan paid: \$0.00
Drug information Drug name: ABREVA CRE 10% Rx: 000987654324 Quantity: 10.000	Prescriber Dr. ABIGAIL JOHNSON 1500 WASHINGTON ST TWO RIVERS, WI 54241-304500 9207951242	Product select amount: \$0.00 Exceed max amount: \$0.00 Sales tax: \$0.00

Submit prior authorization request

You will only have access to this page if your PA's are through Optum. Optum Rx alerts members when prior authorization (PA) is needed and offers cost-effective, therapeutic alternatives if available. Members can easily initiate a prior authorization request from the website:

Select **Prior authorization** from the **Benefits and claims** dropdown menu in the top navigation. Select **Start request now**. Enter provider information and medication name and select **Send request**.

A confirmation number will display when the request has been sent.

The screenshot shows the 'New prior authorization or exception request' page on the Optum Rx website. The page has a navigation bar with 'Home', 'My prescriptions', 'Order status', 'Member tools', 'Specialty pharmacy', 'Information center', 'Benefits and claims', 'My profile', and 'Cart'. The main heading is 'New prior authorization or exception request'. Below the heading, there is a user profile for 'John' and a note 'You manage 2 household members'. A message states: 'Some medications require you to send a prior authorization or exception request first before we can fill the prescription. Fill out the information below to get started.' The form consists of two main sections: '1. Choose a provider' and '2. Choose a drug'. The provider section shows 'Dr. ABIGAIL JOHNSON' and '920-796-1275'. The drug section shows 'Lipitor TAB 40MG' and 'Brand'. There are 'Change' buttons for both sections and a 'Send request' button at the bottom right.

Track a prior authorization request

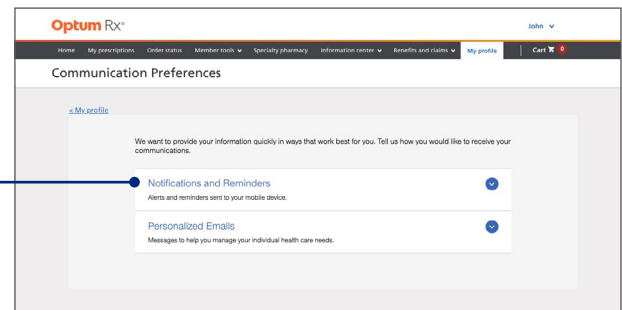
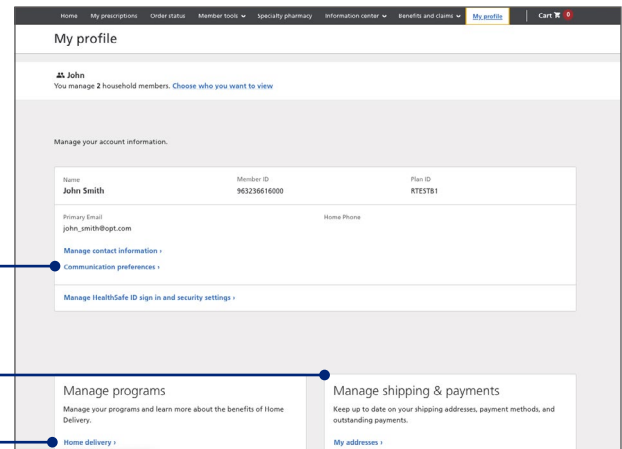
Members can also track active and in-process requests simply by clicking on the request.

The screenshot shows the 'Prior authorization or exception request' tracking page on the Optum Rx website. The page has a navigation bar similar to the previous screenshot. The main heading is 'Prior authorization or exception request'. Below the heading, there is a user profile for 'John' and a note 'You manage 2 household members'. A message states: 'Start a prior authorization (PA) or exception request (ER)'. Below this, there is a section titled 'Active and in-process requests' with a 'Start request now' button. A note says: 'If you or your prescriber submitted a prior authorization or exception request that is not in the list below, please contact us for its status.' The tracking section displays two requests: 'HUMIRA' and 'LIPITOR'. Each request has a progress bar with four stages: 'Submitted', 'Provider review', 'In-process', and 'Decision'. The 'Submitted' stage is highlighted with a green circle for both requests. The 'LIPITOR' request also has a green circle in the 'Provider review' stage. The 'HUMIRA' request details are: NDC: 0007437902, Prior authorization or exception request # PA-593173, Submitted: 03/29/2019. The 'LIPITOR' request details are: NDC: 0007101523, Prior authorization or exception request # PA-593143, Submitted: 03/28/2019.

Managing a member profile

My profile makes it easy for members to manage their profile or the entire households. From **My profile** in the top navigation, members can set up or edit a variety of account details:

- Communication preferences
- Contact, shipping and payment information
- Home delivery and automatic refill programs
- Medication reminders, personalized emails and text alerts
- Paperless settings



Medication reminders

Members can take advantage of time-saving opportunities and set notification and reminder texts.

- When to take a medication
- When to refill or renew a prescription
- When to release a hold on their prior authorization

My Medication Reminders can be set up for daily, weekly, monthly, multiple times through the day – a personalized service that makes medication management simple.

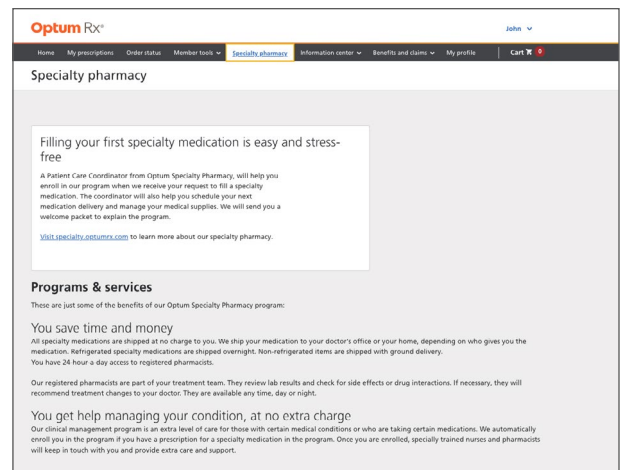
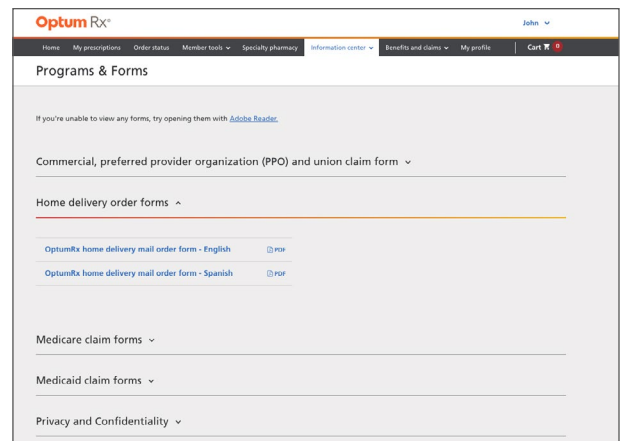


Information center

From the **Information center** tab, members will find program information, forms, educational resources, videos, FDA recall updates, and more.

Specialty pharmacy

Members with new specialty medication regimens often have questions or concerns about their medications. Members can get the support they need to feel confident and comfortable with their treatment plans.



Optum Rx app

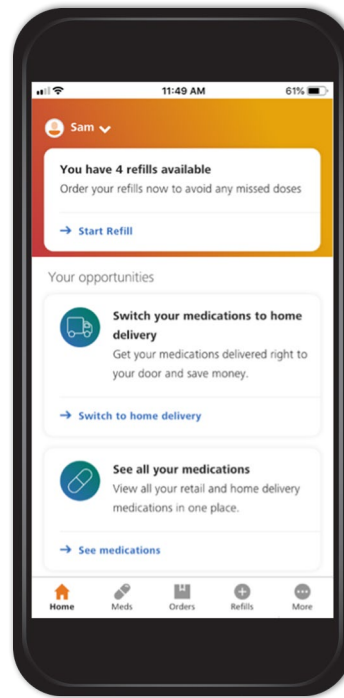
For those on-the-go lifestyles we make managing your pharmacy benefits easy with the Optum Rx mobile app.

From their mobile phone, members use the Optum Rx app to access the same tools described in this guide and manage their pharmacy benefits.

To set up the app:

1. Download it to a mobile device from the Apple® App Store or Google Play™
2. Open the app and register the account*
3. Use information from the member ID card to register*
4. Set up a profile
5. Members can also set up home delivery and medication reminders

* Once an account is created, member sign-in information can be used to access the account on both the mobile app and website. Steps 2 and 3 may not be applicable if the member has already completed the registration process on their computer.



For more information, contact your Optum Rx representative or visit optum.com/optumrx.

Optum

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