



DPSS\$PKG
John Doe
123 Main Street
Main Street, NY 14837-9396



Questions?

We're here to help.

Toll-Free **1-800-457-8506**

TTY/RTT **711**

8 a.m. - 8 p.m. local time, Monday
- Friday

February 16, 2022

UnitedHealthcare
Member ID: 123456789-1

Dear John,

Thank you for being a Chemung County UnitedHealthcare Group Medicare Advantage (PPO) plan member.

We want to help you get the most out of your benefits. Your plan gives you access to OptumRx® home delivery, a mail order pharmacy that provides a 90-day supply of most prescriptions. This home delivery program replaces your previous mail order program through Excellus, which is no longer available.

OptumRx home delivery may save you money

A 90-day supply of most prescriptions through home delivery is the same cost as a 30-day supply from your local pharmacy.

Also, a 90-day supply costs less through home delivery than from your local pharmacy. If you get a 90-day supply from your local pharmacy, you will pay 2x the copay. For example, your copay for a 90-day supply of a tier 2 brand medication is \$5 with home delivery or \$10 at your local pharmacy.

For more information on home delivery, please see the flyer we included with this letter.

How do I sign up for OptumRx home delivery?

To take advantage of this benefit and get certain prescriptions through the mail, you can:

- Visit **UHCRetiree.com** or use the **OptumRx app**
- Call OptumRx at **1-888-279-1828**, TTY **711**, 24 hours a day, 7 days a week

- Call Customer Service at **1-800-457-8506**, TTY/RTT **711**, 8 a.m. - 8 p.m. local time, Monday - Friday

You will need a new prescription from your provider to set up OptumRx home delivery.

Some medications require a prior authorization before you can fill them

Your provider can submit a prior authorization by calling the provider phone number on the back of your UnitedHealthcare member ID card. Once the authorization is approved, you will be able to fill your prescription. All prior authorizations must be renewed every year.

If you received a prior authorization from Excellus, your provider needs to submit a new prior authorization to UnitedHealthcare.

Questions? We're here to help.

If you have any questions, please call Customer Service toll-free at **1-800-457-8506**, TTY/RTT **711**, 8 a.m. - 8 p.m. local time, Monday - Friday.

Sincerely,

The UnitedHealthcare Team

Enclosure

Do we have the right address for you?

If not, please let us know so we can keep you informed about your plan.

The company does not discriminate on the basis of race, color, national origin, sex, age, or disability in health programs and activities.

We provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call the member toll-free phone number listed on your ID card.

ATENCIÓN: Si habla español (Spanish), hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al número de teléfono gratuito que aparece en su tarjeta de identificación.

請注意：如果您說中文(Chinese)，我們免費為您提供語言協助服務。請撥打會員卡所列的免付費會員電話號碼。

Let OptumRx home delivery bring your medications to you

With OptumRx® home delivery, you can get a 3-month supply of your long-term medications. Plus, they are mailed to you with free standard shipping.

Want more reasons?



Skip the trips

Your medications can be delivered to your door. You don't even have to leave home or wait in the pharmacy line.



Save some money

You may pay less than what you do at in-store pharmacies. And, standard shipping is free.



Stay on track

With a 3-month supply, you may be less likely to miss a dose. You can even sign up for automatic refills.



Be in control

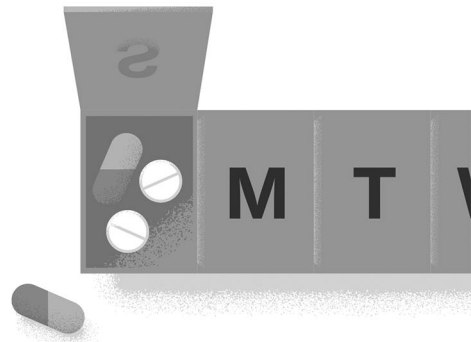
Use [UHCRetiree.com](https://www.uhcretiree.com) or the **OptumRx app** to easily track orders, request refills, price medications and set up alerts.

We're here when you need us

Our pharmacists and customer support team are ready 24/7.

Ready for home delivery? Here are the ways to sign up.

- [UHCRetiree.com](https://www.uhcretiree.com) or with the **OptumRx app**.
- Or, ask your doctor to send an electronic prescription to OptumRx.
- Or, call **1-888-279-1828**, TTY 711.



Get the lowest price

Home delivery members save \$10–12* on average when they use the drug pricing tool and fill with home delivery.

Use the OptumRx app or go online to see what you can save.

*2020 OptumRx drug pricing tool cost analysis.



Frequently asked questions

Is OptumRx home delivery pharmacy in my plan's network?

Yes, it's part of your plan's pharmacy network.

Once I've enrolled in home delivery, how long will it take to get my medication(s)?

Medications should arrive 2-5 days after the pharmacy receives completed new and refill orders.

Am I able to track my home delivery orders?

Yes. You can track your home delivery orders from your online account or with the OptumRx app.

What is a long-term medication?

Long-term medications are those you take on a regular basis. They may also be called "maintenance medications." These may be taken for high blood pressure, cholesterol and depression.

Can I use home delivery for any medication?

Most medications are available through home delivery. You can find out which of your prescriptions can be filled through home delivery by going online or using the OptumRx app. Or, you can call customer service using the number on your member ID card.

What is ePrescribe?

It's a way for your provider to send electronic prescriptions to OptumRx. It is much faster than paper and faxing prescriptions. Be sure to ask your doctor to ePrescribe when possible. Prescriptions for controlled substances can only be ordered by ePrescribe. Some exceptions apply.

Can I set up medication reminders?

Yes. Use your online account to set up email, phone or text alerts for when it's time to refill or take your medication.

How does the automatic refill program work?

Go online or use the app to enroll eligible medications. Then, OptumRx home delivery will send your refills when it's time. They will notify you before they ship and they'll use your approved payment method on file. It's that easy.

Don't wait.

Sign up for home delivery today.

Log in to [UHCRetiree.com](https://www.uhc.com/retiree) or use the **OptumRx app**.
Or, call **1-888-279-1828, TTY 711**.

If you have not used OptumRx home delivery, you must approve the first prescription order sent directly from your doctor to OptumRx before it can be filled.

The pharmacy network may change at any time. You will receive notice when necessary. Other Pharmacies are available in our network. Three-month supplies may vary by plan and can include 90 or 100 days supplies.

OptumRx is an affiliate of UnitedHealthcare Insurance Company. You are not required to use OptumRx for your 90/100 day supply of your maintenance medication. There may be other home delivery options available to you.

Plans are insured through UnitedHealthcare Insurance Company or one of its affiliated companies, a Medicare Advantage organization with a Medicare contract and a Medicare-approved Part D sponsor. Enrollment in these plans depends on the plan's contract renewal with Medicare.

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