



We want to help you meet your health goals and get your medication at the best price.

Take care of yourself just by filling your prescription. Earn up to \$100 in Rewards for Health if you opt to use Optum® Home Delivery Pharmacy.

With home delivery, your medications come right to you with free standard shipping. You will:



Get a 3-month supply¹



Enjoy 24/7 pharmacist and customer service support



Typically pay less than you would at a retail pharmacy

Why wait?

Don't leave this reward on the table.

Members who use Optum Home Delivery for the first time² between Jan. 1, 2025 and Dec. 31, 2025 to fill a 3-month supply of a prescription taken regularly may be able to earn a one-time reward of up to \$100 through Rewards for Health.³ Call Health Care Advisor at **1-800-357-1371** with any questions.



FAQ:

Prescription home delivery

For UnitedHealthcare and Surest plan members enrolled in an eligible medical plan

How can I earn the \$100 incentive through Rewards for Health?

You and your enrolled spouse or domestic partner can each earn a one-time reward of up to \$100 through Rewards for Health³ if you use Optum Home Delivery for the first time between Jan. 1 and Dec. 31, 2025 to fill a prescription for any non-specialty medication taken regularly for chronic or long-term conditions (84+ day supply). This counts toward the annual maximum reward amount under Rewards for Health.

What is prescription home delivery?

Optum Home Delivery is your health plan's prescription home delivery pharmacy. Optum Home Delivery will mail 3-month supplies of non-specialty prescription medication, taken regularly, directly to you.

What is the value of home delivery?

You will skip trips to the pharmacy, avoid waiting in lines and often pay less for your non-specialty prescription medication if you choose home delivery:

- You're less likely to miss taking your medication because you'll receive 3-month supplies at a time
- Medication is delivered right to you with free standard shipping
- Digital tools make it easy to order refills, change shipping dates, compare drug prices and set reminders
- You always have 24/7 phone access to a pharmacist

Which prescriptions can be filled through Optum Home Delivery?

Examples include non-specialty or traditional prescription medications which treat conditions, such as high blood pressure, diabetes, cholesterol, thyroid diseases and depression, as well as oral contraceptives.

Which medications aren't eligible for home delivery?

Antibiotics, short-term or acute medication treatments are not eligible for home delivery.

Specialty medications may be eligible for delivery to your home; however, they need to be dispensed from Optum Specialty Pharmacy and not from Optum Home Delivery. Please call Health Care Advisor at **1-800-357-1371**.

What is a specialty medication?

Specialty medications are typically high-cost therapies, used for chronic illnesses or potentially life-threatening disease states. They may also require special handling, patient education, adherence monitoring or frequent pharmacist or physician intervention (e.g., dose adjustments, drug interactions and laboratory monitoring and side-effect support). These medications are dispensed from Optum Specialty Pharmacy, not Optum Home Delivery. If you and your prescriber are discussing a potential need for a specialty medication, please call Health Care Advisor at **1-800-357-1371** to discuss your specific medication and the home delivery options available to you.

How can I find out if my prescription medication is eligible for home delivery?

If you are enrolled in a UnitedHealthcare medical plan, log in to myuhc.com and select Pharmacies and Prescriptions to view your medicine cabinet and see which prescriptions can be filled through Optum Home Delivery.

If you're enrolled in the Surest Copay Plan, log in to optumrx.com to view My prescriptions and see which prescriptions can be filled through Optum Home Delivery.

For a newly prescribed medication that isn't yet showing in my prescriptions, please call Health Care Advisor at **1-800-357-1371** to review the status of the new prescription with you. Or ask your doctor to send your prescription electronically to Optum Home Delivery.

How do I move my prescription if I want to use to Optum Home Delivery?

There are 3 ways to move your prescription medication if you choose Optum Home Delivery:

- 1 Online:** If you are enrolled in a UnitedHealthcare medical plan, log in to myuhc.com and if you're enrolled in the Surest Copay Plan, log in to optumrx.com.
- 2 Phone:** Call Health Care Advisor at **1-800-357-1371**. If you want to use a manufacturer's copay card or coupon, call Health Care Advisor or enter your copay card in your profile on myuhc.com or optumrx.com.
- 3 e-Prescribe:** Ask your doctor to send your prescription electronically to Optum Home Delivery. This is the fastest way to get your order set up.

Once your prescription is received by Optum Home Delivery, you'll want to set up a home delivery account so you can manage your prescriptions. If you are enrolled in a UnitedHealthcare medical plan, log in to myuhc.com.

If you're enrolled in the Surest Copay Plan, log in to optumrx.com to review your profile set up.

Be prepared to provide a credit card or other form of payment in your online account.

What forms of payment can I use?

You can pay by check, money order or credit card, including with your Health Savings Account (HSA) or Full-Purpose Health Care Flexible Spending Account (FSA) debit or credit card. If you add a card to your online account, when you place future orders, any amount due will be automatically billed to that card. With the flexible payment option, you can split the cost into three equal monthly payments at checkout with your preferred payment method.

What is e-prescribe?

E-prescribe is electronic prescribing, which allows doctors to quickly and easily send prescriptions to Optum Home Delivery. This allows doctors to quickly and easily send prescriptions to Optum Home Delivery. It is much faster than paper and faxed prescriptions. Ask your doctor to e-prescribe whenever possible.

If I enroll in home delivery, how long will it take to get my order?

Medications typically arrive in 2-5 business days after the prescription is received from your doctor. You can always check the status of your order online.

How do I track my home delivery order?

If you are enrolled in a UnitedHealthcare medical plan, log in to myuhc.com and if you're enrolled in the Surest Copay Plan, log in to optumrx.com. Then, select Order status and enter the order number and member's date of birth. You can also track your order on your plan's UnitedHealthcare or Optum Rx mobile app.

What if my order is delayed?

If there is a delay in delivery, you will be contacted through your preferred communication method in your profile (phone, email or postal mail). You are responsible for keeping your personal information up to date.

Is there a cost for shipping when using Optum Home Delivery?

There is no cost for standard shipping. However, there may be a cost if expedited shipping is required.

How can I ensure I will have my medication in hand when I need it?

When you switch to Optum Home Delivery, we encourage you to sign up for the automatic refill program. That way, your prescription will automatically refill every 3 months. If there are no refills left on your prescription, you'll be notified well in advance that you need a new prescription from your doctor.

How does the automatic refill program work?

If you are enrolled in the program, when it's time to refill your 3-month supply, you will receive a notice that your order will ship soon. Orders are billed to your payment method on file. There is no cost to participate. Refills typically arrive in 2-5 business days.

I use a manufacturer's copay card or coupon at my retail pharmacy — how can I make sure it is applied at Optum Home Delivery?

You may add your copay card information to your profile on myuhc.com or optumrx.com. Please contact Health Care Advisor at **1-800-357-1371** for help.

What if I transfer a medication to Optum Home Delivery and it costs more?

It's likely because you were using a manufacturer's copay card or coupon. Optum Home Delivery does accept manufacturer copay cards and coupons. You may add your copay card information into your profile on myuhc.com or optumrx.com or call Health Care Advisor at **1-800-357-1371** to apply them.

When I switch to Optum Home Delivery, will my copay card still apply to my deductible and out-of-pocket costs?

No. Only the actual amount you pay will be applied to your deductible and out-of-pocket maximum.

As a parent/guardian of a 13- to 17 year-old child on sensitive medications, how can I help them use Home Delivery?

There are two ways:

- 1 Online:** Dependents over the age of 13 will have to set up their own online profile and grant access to you as their parent/guardian. If enrolled in a UnitedHealthcare medical plan, log in to **myuhc.com** and if enrolled in the Surest Copay Plan, log in to **optumrx.com**.
- 2 By phone with Health Care Advisor:** To place an order, you as the parent or guardian can provide your dependent's information to confirm their identity and provide the name and strength of the prescription that needs to be filled. To reach Health Care Advisor, call **1-800-357-1371**.

As a caregiver for a covered member, how can I manage their account and work with Optum Home Delivery?

To place an order, you as the caregiver can provide the member's information to confirm their identity and provide the name and strength of the prescription medication that needs to be filled. If you have other questions or need help, please call Health Care Advisor at **1-800-357-1371**.

Learn more

Call Health Care Advisor at **1-800-357-1371**.

Always refer to your benefit plan materials to determine coverage for medications. If there is any difference between this communication and the governing plan documents, the plan documents will control.



1. Not all medications are eligible.

2 You and your enrolled spouse or domestic partner may be eligible for a one-time Rewards for Health incentive of up to \$100 if you have not used home delivery for any prescription medication taken regularly (84+ day supply) since 11/1/2022 and you begin using home delivery for the first time between Jan. 1, 2025, and December 31, 2025. This counts towards the annual maximum reward amount under Rewards for Health.

3 Rewards for Health is available to employees and their spouse or domestic partner enrolled in an eligible UnitedHealth Group medical plan. Eligible medical plans include: Accountable Care Plan, Charter Copay Plan, HSA plans (Low-Deductible Plan, Low-Premium Plan), M Health Fairview Primary Care Plan, Surest Copay Plan, and WellMed 1st Tier Plan. Rewards earned are based on the actions of the employee and covered spouse or domestic partner. This does not include child dependents. To receive the reward, you must be employed and enrolled in an eligible medical plan at the time of the reward funding. If you are covered under COBRA, you are not eligible for the reward. You are eligible for Rewards for Health incentive if you are new to Optum Home Delivery and have not recently used Optum Home Delivery for prescriptions you take regularly.

Your employer-sponsored medical and prescription drug benefits are governed by legal plan documents. If there is a discrepancy between this communication and the plan documents, the plan documents will control.

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