

# Optum Home Delivery Information

MEMBER FAQ



## What is the contact information for Optum® Home Delivery?

**Website:** You can easily manage your prescriptions and access digital resources by logging into the Capital Rx member portal at <https://app.cap-rx.com/login>.

**Phone:** Call the number on the back of your ID card for assistance with your prescriptions, status, and enrollment. When calling, follow the prompts for ‘medications delivered to your home’.

**Customer Support hours of operation:**

Optum® Home Delivery support is available 24 hours a day, 7 days a week.

## I want to have medications delivered to my home. How do I get set up with Optum Home Delivery Pharmacy?

You may set up a profile account online or by phone.

- **Online:** Go to the Capital Rx member portal at <https://app.cap-rx.com/login> to register or log in. Select ‘Home Delivery’ to confirm your profile settings.
- **Phone:** Call the number on the back of your ID card. Follow the prompts for ‘medications delivered to your home’ or ask your doctor to send an electronic prescription to Optum Home Delivery. A coordinator will reach out to get you set up.

## Is there an online option to set up my prescription mail order profile and completing refill requests?

Yes. Please log in to the Capital Rx member portal to access your Optum Home Delivery profile. Here you can update your profile settings, manage your prescriptions, view order status, and more.

### My pharmacy has changed to Optum Home Delivery, should I tell my prescriber?

Yes. Please inform your prescriber that your pharmacy has changed to Optum Home Delivery. Prescriptions can be submitted through one of the following options:

**E-prescribe (preferred):** Have your prescriber electronically send your prescription to Optum Home Delivery.

**Fax:** Have your prescriber fax your prescription to Optum Home Delivery. Faxed prescriptions may only be sent by a doctor's office and must include patient information.

**Online (refills only):** Log in to the Capital Rx member portal to place an order for available refills.

**Mail:** Mail your paper prescription to Optum Home Delivery at: 6800 W 115th St., Suite 600, Overland Park, KS. 66211-9838

### I received a letter saying Capital Rx would be working with my previous pharmacy to transfer my prescriptions to Optum Home Delivery. Once my prescription benefits become active, who should I call to make sure all my prescriptions were transferred?

You may call Capital Rx and follow the prompts for 'medications delivered to your home'. A coordinator will help to confirm that all of your prescriptions were transferred. You can also log in to the Capital Rx member portal and view your available prescriptions.

### What professionals may provide support with my Optum Home Delivery prescriptions?

A customer service team and pharmacists are available to provide support for you on your Optum Home Delivery journey.

### Will I receive automated outreach from Optum Home Delivery when electing to have my prescriptions delivered by mail?

Yes, you will receive automated outreach from Optum Home Delivery. The pharmacy will send refill reminders and order status updates through email, text message or phone call. The type of communication you receive is based on your profile settings. Profile settings can be managed by logging into the Capital Rx member portal.

### What are my payment options?

Optum Home Delivery has flexible payment options to help you pay for your long-term prescriptions that allow you to split your cost into three equal monthly payments.

### How does the flexible payment option work?

Each time you order with Optum Home Delivery, choose the flexible payment option at checkout so you can make 3 monthly payments. You will receive your whole 3-month medication order after your first payment. Optum Home Delivery will let you know before they automatically charge your second and third payments to the card on file. You need to be registered and have an online account by logging into the Capital Rx member portal to be able to select this option at checkout.

### What is the automatic refill program?

Log in to the Capital Rx member portal to see and enroll all eligible prescriptions. Then, Optum Home Delivery will send your refills when it is time. You will receive reminders before an order is shipped. The pharmacy will bill the preferred payment method saved in your profile. You can adjust what medications are enrolled and the preferred payment method used at any time online.

### How do I enroll medications in the automatic refill program?

You can choose to enroll eligible medications for automatic refill when you set up your member profile with the Capital Rx app. Adjustments to enrolled medications can also be managed in the Capital Rx app.

**\*Please note:** *Your prescriptions must be filled once before they are eligible to be enrolled in the program. The auto refill program is not available through Optum Specialty Pharmacy.*

### Will I receive automated outreach from Optum Home Delivery if I enroll in the automatic refill program?

If you enroll medications into the automatic refill program, you will receive notifications for the following updates:

- 14-day advance notice
- 5-day advance notice
- Order processing
- Order held - action required
- Order shipped
- Order delivered

Outreach is sent through email, text message or phone call. The type of communication you receive is based on your profile settings. Profile settings can be managed by logging in to the Capital Rx member portal.

### Who does Optum Home Delivery use for delivery service?

Most orders ship USPS and cold orders ship USPS next day. Controlled medications ship USPS with an adult (18 years or older) signature. UPS is also used in certain instances around 2% of the time.

## How long does it take to receive a new prescription?

Prescriptions are usually sent via U.S. First Class Mail and will arrive within 7 business days. Some medications require special handling and are delivered more quickly. For medications that do not require special handling, you can request expedited shipping for an additional fee.

- **New prescriptions:** If your health care provider sends the prescription directly and prior authorization or other information is not required, you can expect to receive your order within 5 business days from the time of receipt.
- **Controlled substances:** Optum Home Delivery ships all controlled substances USPS Priority with an adult (18 years or older) signature required.
- **Hazardous or regulated items:** Some prescription medications, including aerosol inhalers, cannot ship by air because they could interfere with flight safety. These orders must ship via ground delivery in the 48 contiguous states and cannot be shipped to Alaska, Hawaii, or destinations outside the U.S.
- **Special prescription deliveries:** If your order contains refrigerated medications, Optum Home Delivery will ship them overnight. These orders will be packaged with a cold gel pack and can be shipped to all addresses except APO/FPOs and PO Boxes. This is to guarantee medications remain at the proper temperature. There is no additional cost for expedited delivery services.

## How much does shipping cost?

Various shipping policies and exceptions may also apply to your order, depending on the items ordered. Standard delivery (5-7 business days) is at no cost to you. Overnight delivery is \$20. Delivery methods and rates are subject to change. Due to federal regulations, Optum Home Delivery can ship standard medications to addresses within the U.S. and some U.S. territories. Some medications are not eligible for home delivery.

## Can I track my order online?

You can manage your prescription in the Capital Rx member portal. Please log in to track orders, set up text<sup>1</sup>, select flexible payment options, or sign up for automatic refills<sup>2</sup> and more.

## What should I do in an emergency if I need my medication right away?

Should you need medication urgently, you should fill your prescription at a local in-network pharmacy to avoid delays.

## What should I do if Optum Home Delivery does not dispense my specific medication?

Contact Capital Rx by dialing the number on the back of your ID card. Follow the prompts for 'medications delivered to your home'. A customer care agent will provide support with finding access to your medications.

## Who can provide customer support assistance with my pharmacy benefit?

Capital Rx is always happy to provide assistance! We are available 24 hours a day, 7 days a week to provide support with your pharmacy questions.

1. Optum Home Delivery provides this service at no additional cost. Standard message and data rates apply.
2. You will need a credit card on file for automatic refills if you owe a copay. Optum Home Delivery can accept credit card or check payments for all other orders. If your medication is already enrolled in the auto refill program, you do not need to re-enroll.

All Optum® trademarks are owned by Optum, Inc. in the U.S. and other jurisdictions. All other brand or product names are trademarks or registered marks of their respective owners.

