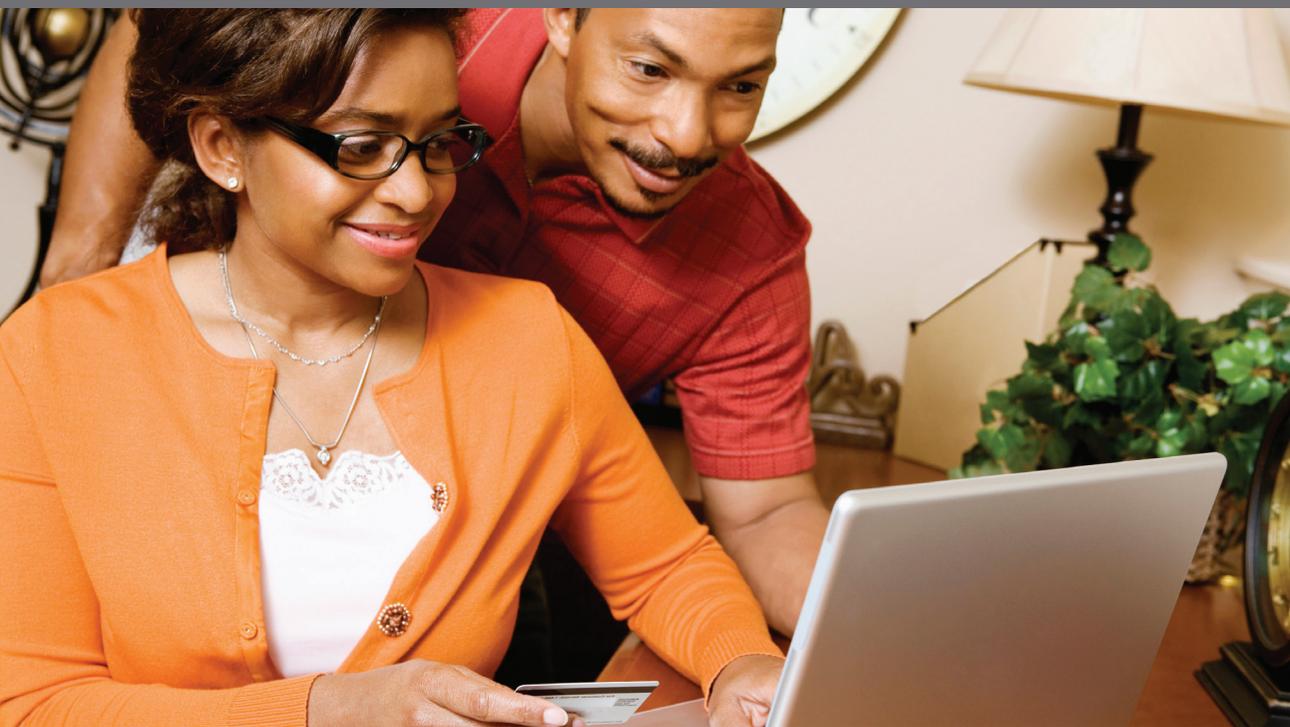


## OptumRx Quick Reference Guide



Our website, **[www.optumrx.com](http://www.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.

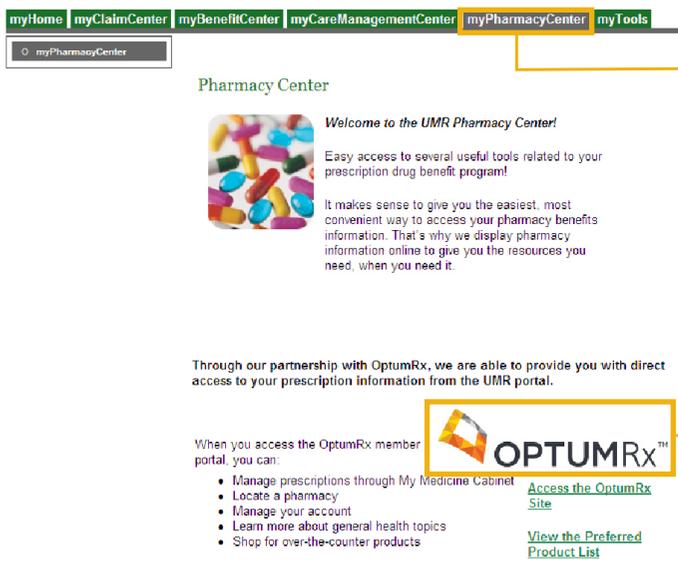
Follow these steps to register:

1. Visit **www.umar.com**.
2. Select **Members**.
3. Enter the member ID located on your ID card in the Online Services Access box. If you do not have a benefits ID card, or if you have a flexible spending account (FSA) only, enter your Social Security number.
4. Select **Go to my online services**. The website will redirect you to your online services home page.
5. If you have previously registered for online services, enter your username and password in the member login box and select **Submit**, or, if you have not yet registered for online services, select **Need a Username? Register here** and follow the prompts to complete your registration.



**Registration**  
Select **Members** to begin the registration process.

Once registered, select the **myPharmacyCenter** tab. From here, link to **www.optumrx.com**. Then take advantage of the many tools and features that will help you manage your prescriptions. On your first visit, you will also need to register at **www.optumrx.com** — just follow the simple instructions.



**myPharmacyCenter**  
Select this tab to get to the Pharmacy Center.

**Link to www.optumrx.com**  
This link takes you to the OptumRx website where you can manage your prescriptions.

# OptumRx.com Features and Tools

## My Prescriptions Dashboard

After you register or log in you'll see your OptumRx **My Prescriptions Dashboard**. The dashboard makes it easy to access the tools and features designed to help you manage your medications and health.

The screenshot displays the OptumRx.com My Prescriptions Dashboard. At the top, there is a navigation bar with links: My Prescriptions, My Account, Order Medical Supplies, Health Store, Specialty Pharmacy, Health Tools, Customer Service, and What's New. Below this is a secondary navigation bar with links: My Medicine Cabinet, Renew Prescriptions, Transfer Prescriptions (highlighted with a yellow box), Fill New Prescriptions, Order Status, and Claim History.

The main content area is titled "Welcome Liliias Cobb" and is divided into two main sections: "REFILL" and "RENEW".

**REFILL Section:** A yellow box highlights the "REFILL" tab and the "Refill Prescriptions (6)" button. Below this, a text box states: "The prescriptions below are ready to be refilled. Select all the medicines you would like to order, then click Add to Cart." A table lists two prescriptions:

Select	Prescription
<input type="checkbox"/>	<b>Select All</b>
<input type="checkbox"/>	 <b>NIFEDIPINE CAP 10MG</b> Remaining Refills: 5 Qty: 30 *Your Cost: \$4.01 Can be refilled. Prescription expires: 10/25/2012 Rx # 84924240 <small>Actual medicine may look different than photo</small>
<input type="checkbox"/>	 <b>ACIPHEX TAB 20MG</b> Remaining Refills: 2 Qty: 30 *Your Cost: \$30.80 Can be refilled. Prescription expires: 10/25/2012 Rx # 84924242 <small>Actual medicine may look different than photo</small>

Below the table, a note states: "\*The price could vary, depending on your prescription plan." and a link: "To see all your mail order prescriptions, including Specialty medications, [click here](#)." An "ADD TO CART »" button is present.

**RENEW Section:** A yellow box highlights the "RENEW" tab and the "Renew Expired Prescriptions (5)" button. Below this, a text box states: "These prescriptions have either expired or have no more refills." A table lists two prescriptions:

Select	Prescription
<input type="checkbox"/>	<b>Select All</b>
<input type="checkbox"/>	 <b>ERY-TAB TAB 250MG EC</b> Remaining Refills: 0 Qty: 30 No additional refills authorized. Submit a new prescription after 5/14/2012 Rx# 84926717 <small>Actual medicine may look different than photo</small>
<input type="checkbox"/>	 <b>TOLAZAMIDE TAB 100MG</b> Remaining Refills: 0 Qty: 30 No additional refills authorized. Submit a new prescription after 6/13/2012 Rx# 84931874 <small>Actual medicine may look different than photo</small>

Below the table, a note states: "\*The price could vary, depending on your prescription plan." and a link: "To see all your mail order prescriptions, including Specialty medications, [click here](#)." An "ADD TO CART »" button is present.

**Right Side Panel:** A yellow box highlights a sidebar with a search bar, a "Help" link, and a list of tools: Cart (0) \$0.00, Drug Pricing, Drug Lookup, Formulary, Real Time Benefits, and Locate a Pharmacy. Below these is a "GO »" button with "Advanced" text. A green callout box below the sidebar says: "Save money by using generic medications. Hear a physician talk about how." and a "CLICK HERE »" button.

**Left Side Panel:** A green callout box says: "Our new household/caregiver access lets you manage the prescriptions for your family. Find out more." and a "CLICK HERE »" button.

### Transfer Prescriptions

Select the **Transfer Prescriptions** tab to transfer eligible prescriptions from your retail pharmacy to our mail order pharmacy service.

### Quick Links

On most web pages, the **Quick Links** box provides fast access to the most frequently used areas of our website.

### Refill Prescriptions

You can refill mail service prescriptions from your dashboard. Or select the **My Medicine Cabinet** tab and order refills from that page.

**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.

## My Prescriptions Dashboard — continued

[My Prescriptions](#) | [My Account](#) | [Order Medical Supplies](#) | [Health Store](#) | [Specialty Pharmacy](#) | [Health Tools](#) | [Customer Service](#) | [What's New](#)

[My Medicine Cabinet](#) | [Renew Prescriptions](#) | [Transfer Prescriptions](#) | [Fill New Prescriptions](#) | [Order Status](#) | [Claim History](#)

**View Accounts** [Learn More](#) **Welcome Liliias Cobb**

**REFILL** Refill Prescriptions (6)

The prescriptions below are ready to be refilled. Select all the medicines you would like to order, then click Add to Cart.

Select	Prescription
<input type="checkbox"/>	<b>Select All</b>
<input type="checkbox"/>	 <b>NIFEDIPINE CAP 10MG</b> Remaining Refills: 5 Qty: 30 Can be refilled. Prescription expires: 10/25/2012 Rx # 84924240 <small>Actual medicine may look different than photo</small> *Your Cost: \$4.01
<input type="checkbox"/>	 <b>ACIPHEX TAB 20MG</b> Remaining Refills: 2 Qty: 30 Can be refilled. Prescription expires: 10/25/2012 Rx # 84924242 <small>Actual medicine may look different than photo</small> *Your Cost: \$30.80

\*The price could vary, depending on your prescription plan.

To see all your mail order prescriptions, including Specialty medications, [click here](#). [ADD TO CART >>](#)

**RENEW** Renew Expired Prescriptions (5)

These prescriptions have either expired or have no more refills.

Select	Prescription
<input type="checkbox"/>	<b>Select All</b>
<input type="checkbox"/>	 <b>ERY-TAB TAB 250MG EC</b> Remaining Refills: 0 Qty: 30 No additional refills authorized. Submit a new prescription after 5/14/2012 Rx# 84926717 <small>Actual medicine may look different than photo</small>
<input type="checkbox"/>	 <b>TOLAZAMIDE TAB 100MG</b> Remaining Refills: 0 Qty: 30 No additional refills authorized. Submit a new prescription after 6/13/2012 Rx# 84931874 <small>Actual medicine may look different than photo</small>

\*The price could vary, depending on your prescription plan.

To see all your mail order prescriptions, including Specialty medications, [click here](#). [ADD TO CART >>](#)

**ORDER** Order Status

Order #	Order Received	Status	Tracking #	Total Cost
<a href="#">94298038</a>	05/04/2012	In Process		\$0.00
<a href="#">94298039</a>	05/04/2012	In Process		\$0.00
<a href="#">94297981</a>	05/02/2012	In Process		\$0.00
<a href="#">94297982</a>	05/02/2012	In Process		\$0.00
<a href="#">94297983</a>	05/02/2012	In Process		\$0.00

[View All Orders](#)

### Quick View Calendar

The **Quick View** calendar alerts you to upcoming prescription refills or renewals. You can also transfer these reminders to your MS Outlook calendar.

### Renew Prescriptions

You can begin a request to renew a prescription from your dashboard or from the **Renew Prescriptions** tab.

### Order Status

Check the status of your mail service orders.

**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.

## Quick Links

The Quick Links box provides access to a variety of benefits and tools such as:

The screenshot shows a 'Quick Links' menu on the left with five main items: Drug Pricing, Drug Lookup, Formulary, Real Time Benefits, and Locate a Pharmacy. Each item is accompanied by a small icon. To the right of the menu are five callout boxes, each connected to its corresponding menu item by a yellow line. The callout boxes provide detailed descriptions for each tool.

- Drug Pricing**: Search prices for medications and find their lower-cost alternatives.
- Drug Lookup**: Find for detailed information about thousands of prescription drugs.
- Formulary (Provider Drug List)**: Learn which medications are covered by your benefit plan.
- Real Time Benefits**: See how much you've spent on medications, view your claims history and more.
- Locate a Pharmacy**: Enter your ZIP code and select **Go** to find a retail pharmacy near you.

## Prior Authorization

Certain medications may require prior authorization by your health plan or pharmacy benefits manager (PBM) in order to be covered. Prior authorization is a formal process that requires your doctor to give a medical reason for prescribing that medicine instead of a less expensive one.

A horizontal navigation bar with five items: 'Getting Started', 'Programs And Services', 'Conditions And Therapies', 'Prior Authorization', and 'Safety Alerts'. The 'Prior Authorization' item is highlighted with a yellow border.

**Prior Authorization**  
Begin a prior authorization or check the status of an existing one.

### Prior Authorization Overview

#### Learn more about prior authorization

When your doctor or health care provider prescribes a certain medicine, your health plan or pharmacy benefits manager (PBM) may require something called prior authorization before they will cover (pay for all or part of) your medicine. Prior authorization is a formal process that your doctor goes through. He or she must give a medical reason why they are prescribing that medicine, rather than a less expensive one.

This process helps health plans and pharmacy benefits managers keep costs down for everyone by having doctors prescribe less expensive medicines whenever possible.

**What would you like to do?**

- [Initiate a Prior Authorization](#)
- [Check a Prior Authorization Status](#)

## My Medicine Cabinet

The **My Medicine Cabinet** tab displays all your medications, both mail service and retail, with pictures of your medications, refill status and other information.



**My Medicine Cabinet**  
Go to **My Medicine Cabinet** from the tab on the navigation bar.

### My Medicine Cabinet

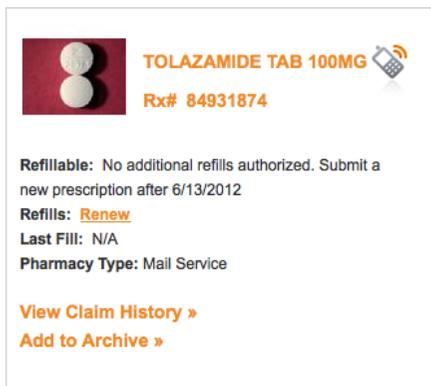
[Print This Page](#)

#### Managing Your Medications Made Easy

Now we make it simple for you to see the medications we processed in your personal medicine cabinet.

- Click on the **Drug Name** or the **Rx Number** to find out more information.
- Click on **Add to Cart** to order available refills.
- Click **Transfer to Mail** to start getting that drug delivered to your door, or to renew your prescription.
- Click **View Claim History** to see the refill history.
- Add any additional medication to your Medicine Cabinet with the **Add a Drug** tool.
- Click **Add to Archive** to archive your old prescriptions and more.
- Get text message reminders to take your medicine or refill your prescription with the **My Medication Reminders** tool.

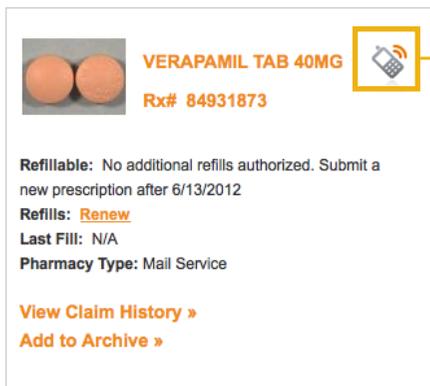
**My Medication Reminders**  
Select the link or phone icon next to each refillable prescription to begin setting up your medication reminders.



**TOLAZAMIDE TAB 100MG**   
Rx# 84931874

**Refillable:** No additional refills authorized. Submit a new prescription after 6/13/2012  
**Refills:** [Renew](#)  
**Last Fill:** N/A  
**Pharmacy Type:** Mail Service

[View Claim History »](#)  
[Add to Archive »](#)



**VERAPAMIL TAB 40MG**   
Rx# 84931873

**Refillable:** No additional refills authorized. Submit a new prescription after 6/13/2012  
**Refills:** [Renew](#)  
**Last Fill:** N/A  
**Pharmacy Type:** Mail Service

[View Claim History »](#)  
[Add to Archive »](#)

**My Additional Medications and Supplements**  
Enter a medication or supplement name in the search box. Select **Add Drug**.

#### My Additional Medications and Supplements

Here is where you can add or remove other medications or supplements you may be taking to your medicine cabinet.

Type in the name of the drug and click Add Drug  [ADD DRUG »](#)

synvisc  lipitor 

To see your archived medications or your medication reminders, click on the links below.



**My Archive**  
Save your past medications in the archive.

## My Medication Reminders

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

[My Prescriptions](#) | [My Account](#) | [Order Medical Supplies](#) | [Health Store](#) | [Specialty Pharmacy](#) | [Health Tools](#) | [Customer Service](#)

[Order Status](#) | [Manage Account](#) | [Real Time Benefits](#) | [My Formulary](#) | [Household/Caregiver Access](#)

### My Medication Reminders™

[Print This Page](#)

Check the boxes next to the types of text message reminders you want to receive. When you are done, click UPDATE MEDICATION REMINDERS at the bottom of the page to confirm your text message preferences. To temporarily turn off text messages, click the OFF button below. Our system will remember your settings. You can always return to this page to change or clear your settings.

**Opting out of text messages:** To stop receiving text messages from us, click the CLEAR ALL button below or reply to our next text reminder by typing "stop".

Please allow up to 2 - 3 business days for your changes to take effect.

**Note:** Standard text message and data rates may apply.

[Learn more](#) about text messaging.

\*Required fields

Text Message Reminders  ON  OFF

\* Mobile Number:    Mobile Carrier:

\* Time Zone:

#### General Reminders

- Send me text message notifications for Refills
- Send me text message notifications for Renewals
- Send me text message notifications for Transfers
- Send me text message notifications for Order Shipped
- Send me a daily text message reminder to take my medication(s) at

#### Medication Dosage Reminders

 **GEMFIBROZIL TAB 600MG**  
\* This medication is taken  times

 **HUMIRA PEN CROHNS 40MG/0.8\***  
\* This medication is taken  times

**sarodon avnox**  
\* This medication is taken  times   
\* Choose day:  \* Set Reminders:

To see your medicine cabinet, click on the link below.

[My Medicine Cabinet](#)

Disclaimer: Mobile text message medication reminders are a service that OptumRx provides to its customers for their convenience. The information you enter on the web page is not reviewed by a physician or pharmacists to determine if it is correct for your medication. You will receive reminders on your mobile phone based on the information that you have entered on the reminders web page. In the event that your mobile phone service is interrupted for any reason, OptumRx is not responsible for any delays that you may experience in receiving text message medication reminders. It is your responsibility to take medication per the physician's directions. OptumRx is not responsible for any adverse drug-related interactions or medication overdose.

\* I Agree

« CANCEL

CLEAR ALL »

UPDATE MEDICATION REMINDERS »

### 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

### Medication Dosage Reminders

Customize your dosage reminders for daily, weekly or monthly alerts.

### Update Medication Reminders

Select **Update Medication Reminders** when you're done.

## Household/Caregiver Access

Household/caregiver access allows you to become an account manager or let another person manage your account.



View Accounts [Learn More](#)

Welcome Stuart Danor

STUART DANOR

MANAGE ACCOUNTS

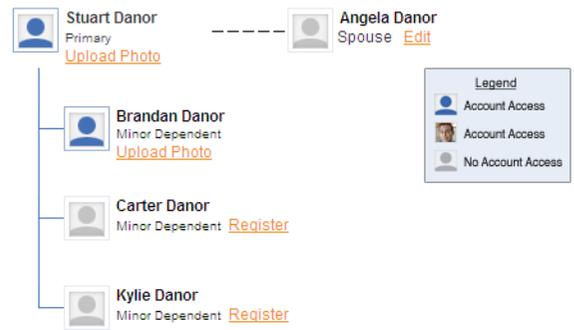
If you've joined our household/caregiver access program, and need more information.  
**CLICK HERE »**

If you choose, because you are the primary person on the account, you may also manage other accounts. Below are the accounts you manage (the accounts you could access). The first section shows your household accounts.  
You will also see if you have chosen a person to be a secondary person on the account. Note: Only a spouse can be a secondary person on the account.  
You will be able to register and access the accounts of your minor dependents.

**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



**My Household Accounts**  
Manage the benefits of your minor dependents' and spouse (if you have your spouse's permission).  
The family tree shows your spouse and minor dependents.

### Accept Caregiver Invitation

If you received a caregiver invitation email, here is where you accept the invitation.  
To accept the caregiver invitation to manage another person's account (be an Account Manager), please enter your information below. You received the Caregiver Access Code in an email from us. After you enter the information, click Accept Caregiver Invitation.

If you have lost your Caregiver Access Code, you may contact the person who gave you permission to manage their account (they also received the Access Code). Or that person may send another caregiver invitation.

\*Required fields

\*Caregiver Access Code:

\*Your Date of Birth:

\*Your ZIP Code:  (Example: 55555)

**ACCEPT CAREGIVER INVITATION »**

> **VIEW CAREGIVER**

**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. Enter your date of birth and ZIP code.  
Select **Accept Caregiver Invitation**.

## Website Help

No matter where you are on our website, help is just a few clicks away.

### Log In Help

From the **www.optumrx.com** home page, it's easy to find **Log In Help**.

**Member Log In**

User Name  
[Input Field]

Password  
[Input Field]

**LOG IN >>**

[Log In Help](#)

**REGISTER NOW >>**

Not Sure? [Find Out More](#)

#### Log In Help

On the home page of **www.optumrx.com**, select **Log In Help**.



#### Customer Service

Find **Login Assistance**, **Help Topics** and other information.

Or call **1-877-559-2955**.

### Login Assistance

#### Having trouble logging in?

Please select one of the following options:

##### Forgot User Name

Once we can verify your identity, we will send your **User Name** to the email address we have on file for you.

[I forgot my User Name](#)

##### Forgot Password

We can send a new **temporary** password to your email address on file. Use it to log in, and then you can change it.

[I forgot my Password](#)

##### Register

You can start right here. It takes just a few minutes.

[I need to register my account](#)

##### Contact Customer Service

If you cannot find answers to your questions on this site, you can speak with a customer service representative.

[I'd like to contact Customer Service](#)



[talk now >](#)

#### Talk to a Representative

Select **talk now** to set up a time for a representative to call you.

## Help Topics

You will find a variety of additional **Help Topics** on the **Customer Service** page.

[Contact Us](#) | [Help Topics](#) | [Most Used Forms](#) | [Website Tour](#) | [Medical Supplies Policies](#) | [Media](#)

### Help Topics

#### Welcome to our Help Topics

We have put our most popular information in one handy place for your convenience. Our most common topics are listed at right. If you do not find the answer you need, or you need additional information, you may contact [Customer Service](#), at any time, day or night.

- Choose a Topic**
- Frequently Asked Questions**
- Text Messages Reminder - Frequently Asked Questions**
- Ordering Prescriptions**
- Using Your Account**
- Technical Questions**
- Shipping and Delivery**
- Understanding Your Formulary**
- Generic Drugs**
- Account Access (Learn More...)**
- How to Use the Site**
- Mobile Site**

**Choose a Topic**  
Find the answers to many of our most common topics and frequently asked questions.

## Contact Us

You can contact us electronically, by phone or mail.

[Contact Us](#) | [Help Topics](#) | [Most Used Forms](#) | [Website Tour](#) | [Medical Supplies Policies](#) | [Media](#)

## Contact Us

### Contact us electronically, by phone or mail

#### 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. If you have questions that need answers right away, please call Customer Service at the numbers above.

#### EMAIL

You can always contact Customer Service by email at [rxfeedback@prescriptionsolutions.com](mailto:rxfeedback@prescriptionsolutions.com). Our goal is to respond to you by email within 24 hours. On average, we reply within less than 8 hours.

[Top](#)

#### PHONE

If you have questions or concerns, please contact our Customer Service Advocates at the numbers listed below.

**Customer Service, Mail Order Pharmacy:** 1.877.559.2955  
**TDHI (for the hearing impaired):** 1.800.498.5428  
**24 hours a day, 7 days a week**

**Medical Supplies Pharmacy:** 1.866.208.7707  
**Monday - Friday, 7:00 a.m. - 7:00 p.m., Central Time**

**Medicare Prescription Drug Plan Members (PDP):** 1.877.889.5802  
**TDHI (for the hearing impaired):** 1.866.394.7218

**Medicare Advantage Prescription Drug Plan Members (MAPD):** 1.877.889.6358  
**TDHI (for the hearing impaired):** 1.800.498.5428

**Prior Authorization (Physicians):** 1.800.711.4555, option 2

**Pharmacists** are available 24 hours a day, 7 days a week to answer questions or address concerns from Prescription Solutions by OptumRx Mail Service customers.

**Phone:** 1.800.788.4863

**TDHI (for the hearing impaired):** 1.800.498.5428

**If you are having a medical crisis, please call 911, or contact your local emergency assistance service immediately.**

### 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

### Prior Authorization

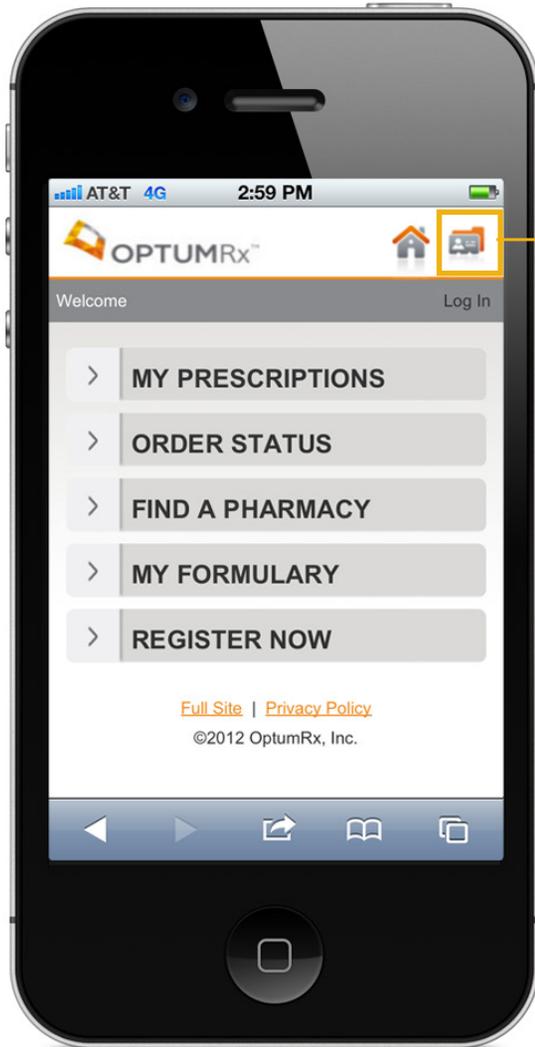
Your doctor can contact us to request **Prior Authorization**.

### OptumRx Pharmacists

**Pharmacists** are available 24 hours a day, 7 days a week to answer questions from mail service customers.

## 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



2300 Main Street, Irvine, CA 92614

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 **www.optum.com**.

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