



Help with your medications during COVID-19

Frequently Asked Questions

For OptumRx Direct Pharmacy Plans



Updated Mar. 20, 2020

At OptumRx, we take your health seriously. This has become even more important with the recent spread of the coronavirus disease 2019 (COVID-19).

Since you may have questions about your medications during this time, we have prepared a list of common questions and answers for you below.

Frequently Asked Questions

About coronavirus

What are coronavirus?

Coronaviruses are a family of viruses that can cause illness in both animals and people. The 2003 SARS outbreak, also known as severe acute respiratory syndrome, is a well-known coronavirus. In January of 2020, the World Health Organization (WHO) announced a new coronavirus outbreak, now called COVID-19, which was first detected in China. For more information on COVID-19, please visit the CDC's [Situation Summary](#) page.

How to get medications at your retail pharmacy

Can I still go to the pharmacy to get medication?

Check to see if your local pharmacy is open. Then ask if they have on-site pickup or delivery service.

Where can I find a network pharmacy?

Go online and use the Pharmacy Locator tool for a location nearby. Ask your local pharmacy if they have on-site pickup or delivery service.

How do I find a home delivery pharmacy?

Sign in to your online account and use the Pharmacy Locator tool for a location nearby. Ask if they have on-site pickup or delivery service. Your plan may also include home delivery through OptumRx.

Access to medication

Should I be concerned about the safety of OptumRx home delivery medications?

No. Our first priority is making sure you get the medication you need. OptumRx has no reason to suspect any concerns with medications being used in our pharmacies. Our prescription medications are purchased from approved sources that comply with all FDA regulations and national standards of the Verified Accredited Wholesaler Drug program (VAWD). We continue to monitor the drug supply chain. We maintain an extensive supply, and our home deliveries are on schedule. We remain focused on making sure your medication delivery continues to be secure and reliable.

Is there a chance there will be a supply issue and I won't be able to refill?

At this time, our supply chain partners do not see any disruptions to the supply chain as a result of COVID-19 that will impact our ability to fill prescriptions. We maintain an extensive medication supply. Our home deliveries are on schedule. We remain focused on making sure your medication delivery continues to be secure and reliable. We continue to monitor the drug supply chain and are working to maintain a reliable inventory. OptumRx has managed challenging situations in the past. We have best practices and disaster recovery plans that can be put into place.

Early medication refills

When should I refill my maintenance medication?

You may be eligible for an early refill for maintenance medication if you have refills remaining on file at a participating retail or home delivery pharmacy.

How to use Optum Home Delivery Pharmacy

How can I transfer a medication to home delivery?

You can transfer a medication from a retail pharmacy to OptumRx Home Delivery by following the simple process on the [My Medicine Cabinet](#) page.

There, you can also sign up for automatic refills. Go to My profile > Manage programs (section) > [Automatic refills](#) > click on the box before the medication, if you want to enroll in the program.

How can I request a refill of my maintenance medication?

You can set up an online account at optumrx.com. Then, request a refill on the [My Medicine Cabinet](#) page. Please note a credit card is needed for medications with a copay.

How can I check my order status online?

You can check your home delivery [order status](#) 24/7 on optumrx.com.

How do I update my shipping or billing information online?

During the checkout process, you may change shipping address and the credit card information we have on file for you. You can also go to My profile > go to the Manage shipping & payments (section) > click on [My addresses](#).

Call center is open

Can I call OptumRx?

Yes, but at this time we are experiencing larger than normal call volumes and you may have a longer than usual wait time. We encourage you to use our website or app to place home delivery orders or track order status.

Using the OptumRx app

Can I use the OptumRx mobile app to manage my prescriptions?

Yes. Download the OptumRx mobile app by searching for OptumRx in the App Store or Google Play. You can view and order your prescriptions, check order status and more.

Support is available

I'm feeling anxious about all the news. Is there someone I can talk with?

Our Emotional Support Help Line is available for those experiencing anxiety or stress following the recent developments around COVID-19. It can be reached at 1-866-342-6892, 24 hours a day, 7 days a week and is open to all.

Remember

- Information is changing quickly. The questions and responses presented here may be updated in the near future.
 - During times like this, it is important to protect your personal information and be on the alert for scams. Thank you for letting us serve you.
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2300 Main Street, Irvine, CA 92614

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