Our website, **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
OptumRx.com features and tools

**Member Portal: Overview**
After you register or log in you’ll see your OptumRx My Medicine Cabinet Dashboard. This dashboard makes it easy to access the tools and features designed to help you manage your medications and health.

1. **Order Status**
   Select Order Status from the top navigation bar to view past or current orders.

2. **Household access**
   Ability to manage prescriptions on behalf of family members.

3. **At a glance**
   Displays at-a-glance actions you need to take for all your medications.

4. **Member tools**
   Provides easy access to the most commonly used member tools throughout the site.

5. **Medicine cards**
   Provides visibility to the most relevant information for medications you take.

*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.
Order Status

Select Order Status from the top navigation bar to view past or current orders.

- **Order Tracking:**
  Visually displays where an order is within the order process:
  - What steps have been completed
  - What steps come next
  - Temporarily out of stock

- **Order Notifications:**
  - Alerts you when action is required
  - Alerts you if order is on hold

- **Estimated Delivery Date:**
  Displays estimated delivery date

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.
Drug Search & Pricing

- **Drug Pricing:**
  Easily view the cost of filling a prescription at up to 5 retail pharmacies

- **Two Tools in One:**
  Toggle between drug search results and drug pricing pages

- **Lower Cost Alternatives:**
  Compare the pricing between a medication and:
  - Generic alternative(s)
  - Similar brand name drugs
Claims History

Provides access to claims history
Household/caregiver access

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

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

Manage the benefits of your minor dependents’ and spouse (if you have your spouse’s permission).

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 and the email address you received the invitation from.

Select Accept your Caregiver Invitation.
My medication reminders

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

**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

**Update medication reminders**

Select Confirm when you’re done.

**Medication-specific reminders**

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

The Member Tools box provides access to a variety of benefits and tools such as:

- **Drug information**
  Find detailed information about thousands of prescription drugs.

- **Home Delivery information**
  Find detailed information about thousands of prescription drugs.

- **Low Cost Options information**
  Search prices for medications and find their lower-cost alternatives.

- **Locate a pharmacy**
  Enter your zip code and select GO to find a retail pharmacy near you.
Contact us page

Find this page by clicking “information center” then “contact us” on the top navigation bar.

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
Call 1-877-559-2955

Have us call you
Select Click to Call to set up a time for a representative to call you.
Education page

You will find a variety of additional Help Topics on the Education page.

Navigate to this page by clicking “Education” under the “Information Center” dropdown in the top navigation bar.
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.