

Your Mail Order Prescription Drug Benefits

Under your prescription drug plan, you have access to a mail order service for filling prescriptions for medications you take on an ongoing basis. When you use this convenient service, OptumRx will fill your prescription, charge the cost-sharing amount to your credit card, and mail the prescription to your home. This means you'll make fewer trips to the pharmacy. Shipping is free, unless you request rush shipping.

How do I enroll in home delivery and order a new prescription?

First, you should obtain a new prescription for up to a 90-day supply of your medication from your health care provider. To enroll and order a new prescription, complete and submit the OptumRx Home Delivery New Prescription Mail Order Form. This form is available on the Members tab under Member Forms at MayoClinicHealthSolutions.com, or from Customer Service. Include your new, original prescription with the completed form, or ask your provider to submit it electronically, or by phone or fax, to the Catamaran Home Delivery pharmacy (soon to be renamed OptumRx Home Delivery).

You can also enroll in this service online through your account at MayoClinicHealthSolutions.com (go to the Pharmacy tab and click on Mail Order, then click on the Enrollment button). Once you are enrolled, you will need to order a new prescription using the OptumRx Home Delivery New Prescription Mail Order Form.

How do I order prescription refills?

You can order refills online through your account at MayoClinicHealthSolutions.com (go to the Pharmacy tab and click on Mail Order). You can also order refills by mailing in the refill slip enclosed with your previous order, or by phone at 1-844-265-1739 (in the automated phone system, select "member," then "mail order," then "refill by mail"). You can also set up automatic refills of your medications online or by phone.

How can I pay for my mail order prescriptions?

You may pay using credit card, including MasterCard, Visa, Discover and American Express. When you enroll in the home delivery service, you can set choose to have a preferred credit card securely kept on file for future orders. In addition, if ordering by mail, you may also use a check or money order. If paying by check or money order, you should call Customer Service to confirm the cost of your prescription.

When will I receive my prescription order?

Once your order is received, your order should be processed and delivered within 14 days. Certain medications that require special handling, such as controlled substances and temperature sensitive medications may be processed and delivered within two to three days. Please allow a few extra days for your first order.

Incomplete information may cause processing and delivery to be delayed. To prevent delays, make sure your prescription has not expired and is complete and legible. In addition, make sure your payment information is up-to-date. You will be notified by phone if there will be a delay in your prescription shipment.

You can track the status of your order by calling the mail order pharmacy at 1-844-265-1739 (toll-free) (in the automated phone system, select "member," then "mail order," then "mail order status").

Will I be charged for shipping?

Shipping is free, unless you request rush shipping.

Rush shipping is available for an additional fee. You may request next day air (\$25) or second day air (\$11). Please note: rush shipping impacts only the shipping time; regular turnaround times for order processing still apply. Certain medications that require special handling, such as controlled substances and temperature sensitive medications, are automatically shipped using next day air at no additional cost to you.

Who should I call if I have questions?

If you have questions about your prescription drug benefits, such as which medications are covered by your plan and what your cost-sharing amount should be, please call Customer Service at the number listed on your member ID card.

If you have questions about the medication(s) you are taking or the status of your order, or if you have other questions about the OptumRx home delivery service, please call 1-844-265-1739 (toll-free). Pharmacists are available 24/7 to answer medication questions.

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