



## Mail-Order Pharmacy Information

For members of:

Peoples Health Secure Health (HMO D-SNP)  
Peoples Health Secure Choice (HMO D-SNP)  
Peoples Health Secure Complete (HMO D-SNP)

Members can order prescription drugs from a network mail service pharmacy and have their prescription drugs delivered to their home. You can use any of the plan's network pharmacies to fill your covered prescription drugs.

The plan's pharmacy network includes mail service pharmacies. OptumRx<sup>®</sup> home delivery pharmacy is one of the mail service pharmacies in the plan's network.

You are not required to use OptumRx for a 90-day supply of your maintenance medications, but you may pay more out-of-pocket compared to using OptumRx, your plan's mail service pharmacy. Members may also use other network mail service pharmacies to fill prescriptions.

### **When Ordering Through OptumRx**

Prescription orders sent directly to OptumRx from your doctor must have your approval before OptumRx can send your medications. This includes new prescriptions and prescription refills. OptumRx will contact you, by phone, to get your approval. At that time you may also tell OptumRx to automatically fill any future prescriptions it receives directly from your doctor(s) for up to one year. If OptumRx is unable to reach you for approval, your prescription will not be sent to you.

Prescriptions should arrive within 5 days from the date the completed order is received by the mail service pharmacy. OptumRx will call you if there will be an extended delay in the delivery of your medications.

To refill your home delivery prescriptions, please call us at least 10 business days before you think the drugs you have on hand will run out to make sure your next order is shipped to you in time. If you do not receive your prescription drugs, please call OptumRx toll-free at 1-877-889-6358, TTY 711, 24 hours, 7 days a week.

Refunds may be available for prescriptions you did not approve and did not want. You may request a refund or cancel your approval by calling OptumRx at 1-877-889-6358, TTY 711, 24 hours, 7 days a week.

OptumRx is an affiliate of UnitedHealthcare Insurance Company. You are not required to use OptumRx home delivery to supply your maintenance medication. If you have not used OptumRx home delivery, you must approve the first prescription order sent directly from your doctor to OptumRx before it can be filled. Prescriptions from OptumRx should arrive within 5 business days after we receive the complete order. Contact OptumRx anytime at 1-877-889-6358, TTY 711.

**OptumRx**  
[www.OptumRx.com](http://www.OptumRx.com)  
1-877-889-6358  
TTY: 711

**Alliance RX Walgreens Prime Home Delivery**  
[www.alliancerxwp.com/homedelivery](http://www.alliancerxwp.com/homedelivery)  
1-800-489-2197  
TTY: 1-888-492-2968