

## Help with your medications during COVID-19

### Frequently Asked Questions

For OptumRx Direct Pharmacy Plans

Updated Mar. 19, 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

## 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 for my prescription?

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](#).

### How do I update my shipping or billing information online?

During the checkout process, you may change the 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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