

## REMINDER: INFORMATION ON HOME DELIVERY



### Information for YOU

Register online at [optumrx.com/myCatamaranRx](http://optumrx.com/myCatamaranRx)

Do not use [optumrx.com](http://optumrx.com)

Create a home delivery profile as medications cannot ship until this is set up. You can choose to elect auto refill and auto renew.

1. **Register online at:**  
<http://optumrx.com/myCatamaranRx> (do not use the OptumRx main web page)
2. **Create a home delivery profile.** Medications cannot ship until this is set up.
3. **Set up auto refill AND auto renew** (credit card required and you must select each medicine individually)
  - a. Auto Refill: Ship a medication with refills remaining approximately 65 days after the last order was shipped.
  - b. Auto Renew: Have OptumRx reach out to your physician for a new prescription when no refills remain

You can find **estimated copay information** in the “Price and Save” tool. It will not be shown when you place your order.

**Auto refill** ships medications with refills remaining approximately 65 days after the last order was shipped. This must be turned on at the medication level and a credit card is required to be on file.

**Auto renew** allows OptumRx to reach out to your physician for a new prescription when no refills remain for your medication. You must elect to turn this option on and auto renew requires auto refill to also be turned on.

To receive outreach calls or email notifications regarding home delivery, i.e. order or refill status, within your profile go to Manage Accounts/Update Profile.

### Information for YOUR PHYSICIAN

**Doctor Call-In Line:** 1-866-533-6977

**Doctor Fax Line:** 1-800-893-2299

**Doctor e-prescribe:** Catamaran Home Delivery.

Note: Catamaran is an OptumRx company.

In addition to prescription information, your doctor must provide member ID number, patient name and patient date of birth. **Prescriptions for controlled substances must be submitted as a paper/hard copy prescription.**

### Frequently asked questions

#### How do I *refill* a prescription I had on file with Express Scripts home delivery?

We do not automatically ship any medications, unless you ask us to. You will need to take action to order your medication the first time through OptumRx. You must have had a refill remaining on your prescription with ESI for it to have been transferred.

1. Call us at **1-866-533-6977**. A representative will walk you through ordering your medication or setting you up for auto refill.

**OR**

2. Visit [optumrx.com/myCatamaranRx](http://optumrx.com/myCatamaranRx).
  - Select “Manage My Prescriptions”.
  - Select medications for order processing.

Important home delivery information

### **What could cause a delay in prescription processing?**

Your prescription could be delayed if:

- Your prescription is incomplete or unreadable
- There is a manufacturer backorder
- Your medication requires prior authorization

We will notify you if there will be a delay with your prescription shipment. Your prescriptions may ship in separate packages to avoid delaying your whole order, if necessary.

Note: Orders received without payment may cause processing delays and extended delivery times.

### **How can I check on the status of my prescription order?**

Visit [optumrx.com/myCatamaranRx](https://optumrx.com/myCatamaranRx) or call **1-866-533-6977**. You can also opt-in for email shipping notification through our website.

### **Am I charged for shipping?**

No, shipping is free. Rush shipping is available for an extra charge.

### **If I pay for rush shipping, when will my prescription arrive?**

Rush shipping reduces only the shipping time for your order. It does not affect the time it takes to process your prescription at our pharmacy. Quality checks and exceptions, such as needing additional information from your doctor, prior authorizations or medication interactions, can delay your prescription.

### **Why am I receiving overnight shipping when I did not request it?**

We ship certain medications with special handling requirements overnight at no charge to you. This may include prescriptions for controlled substances or medications that are temperature sensitive.

### **What happens if I don't receive my order?**

If you do not receive your order within 14 days, please contact us. We will reship your order. It is our priority to make sure you have the medication you need.

### **Prescription refills**

#### **How do I know whether I have refills remaining on my prescription?**

The number of refills allowed is noted at the bottom of your medication label, on your refill form and at [optumrx.com/myCatamaranRx](https://optumrx.com/myCatamaranRx).

### **Medication coverage and cost**

#### **How much will my medicine cost me?**

Look up the cost of your prescription using Price and Save at [optumrx.com/myCatamaranRx](https://optumrx.com/myCatamaranRx).

#### **How can I pay for my home delivery prescriptions?**

We accept checks, money orders or major credit cards. When you set up your online profile, you can choose to have a preferred credit card securely kept on file for future orders.

If you choose the “bill me later” option (i.e., you do not want to have a credit card on file), you will need to reorder by calling **1-866-533-6977**.

### **Miscellaneous**

#### **Why did I receive less than a 90-day supply of my prescription?**

The most common reason is that your doctor may have only written the prescription for 30 days, or a prepackaged medication may not be packaged as a larger days supply. Remember to ask your doctor to write a prescription for up to a 90-day supply, with up to three refills, if your doctor determines it is appropriate.

#### **What is a “controlled” medication?**

A controlled medication, such as a narcotic, has stricter guidelines and may be handled differently than non-controlled medications, such as a medication for diabetes. We adhere to federal and state laws in the dispensing of all medications. State law may require a copy of a state-issued ID, such as a driver's license, for controlled medications to be dispensed.

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**Questions? Visit [optumrx.com/myCatamaranRx](https://optumrx.com/myCatamaranRx) or call **1-866-533-6977**.**

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