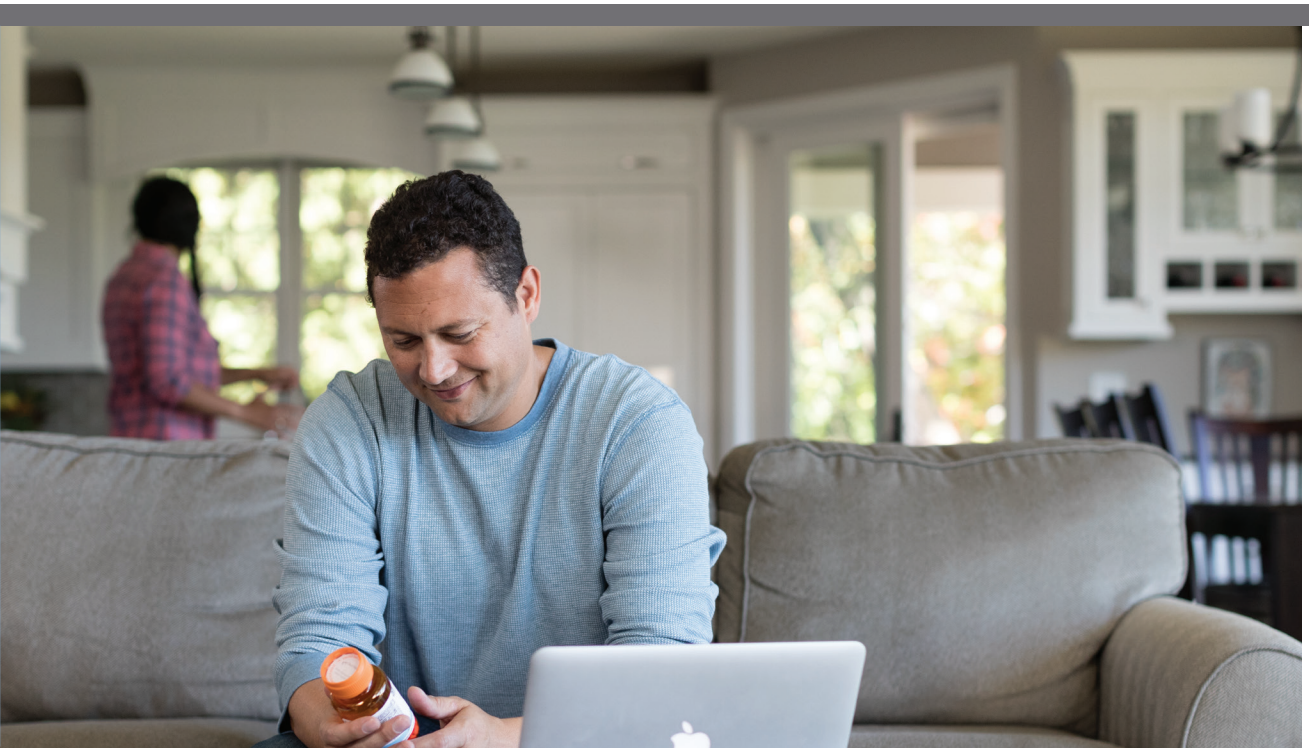
OPTUMRx®

OptumRx quick reference guide



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

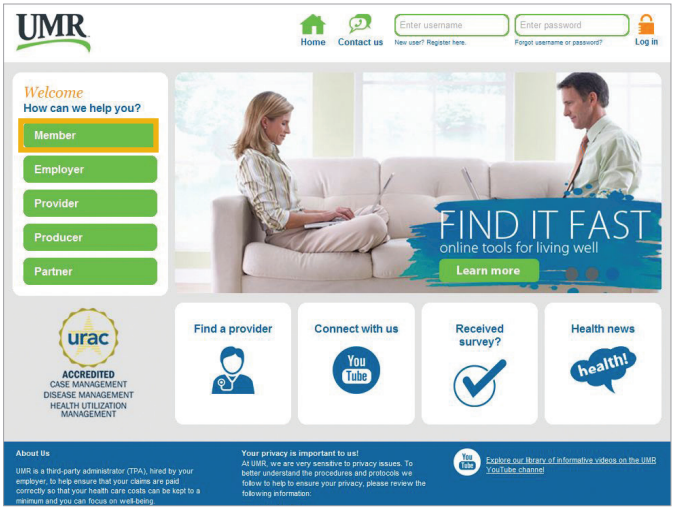
UMR home page

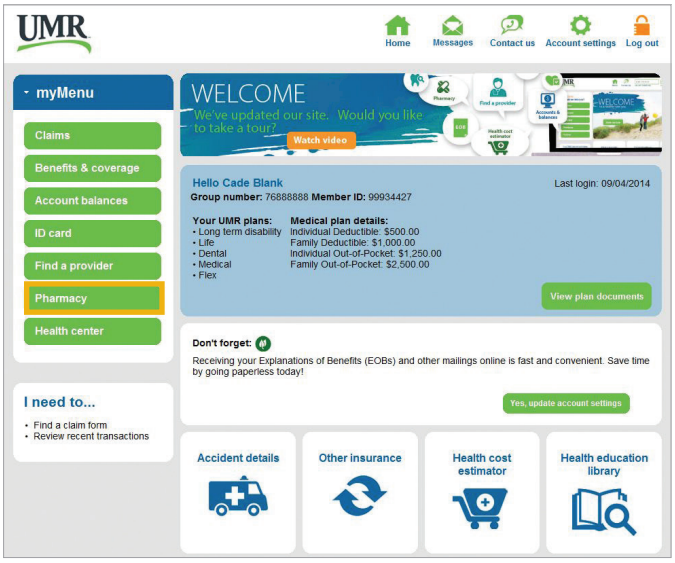
As a UMR member, you can access your prescription information from the UMR website.

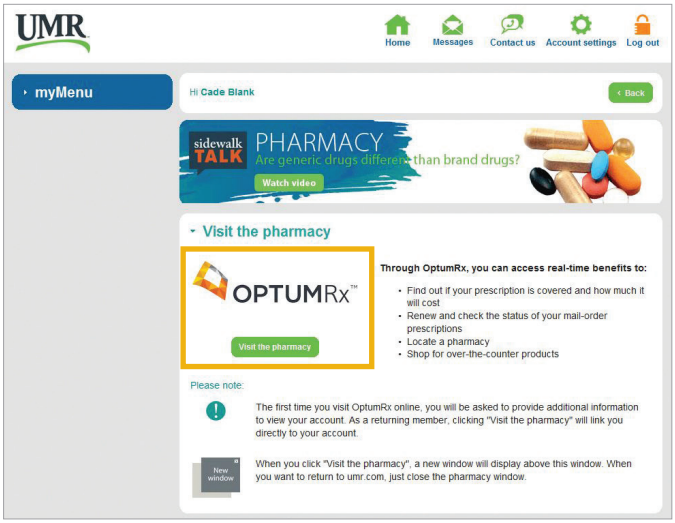
Follow these steps to register:

1. Visit **umr.com**.
2. In the left margin menu, select **Members.**
3. Login by entering your username and password in the top right login section. If you have not yet registered for a member account, select **New user? Register here** shown underneath username field.
4. Once successfully registered and/or logged in, select **Pharmacy** from the menu on the left. The website will redirect you to your online services home page.

Once on the pharmacy home page, you click on OptumRx or the Visit the pharmacy button to enter **optumrx.com** and begin to take advantage of the many tools and features that will help you manage your pharmacy benefit. On your first visit, you will also need to register at **optumrx.com** — just follow the simple instructions.





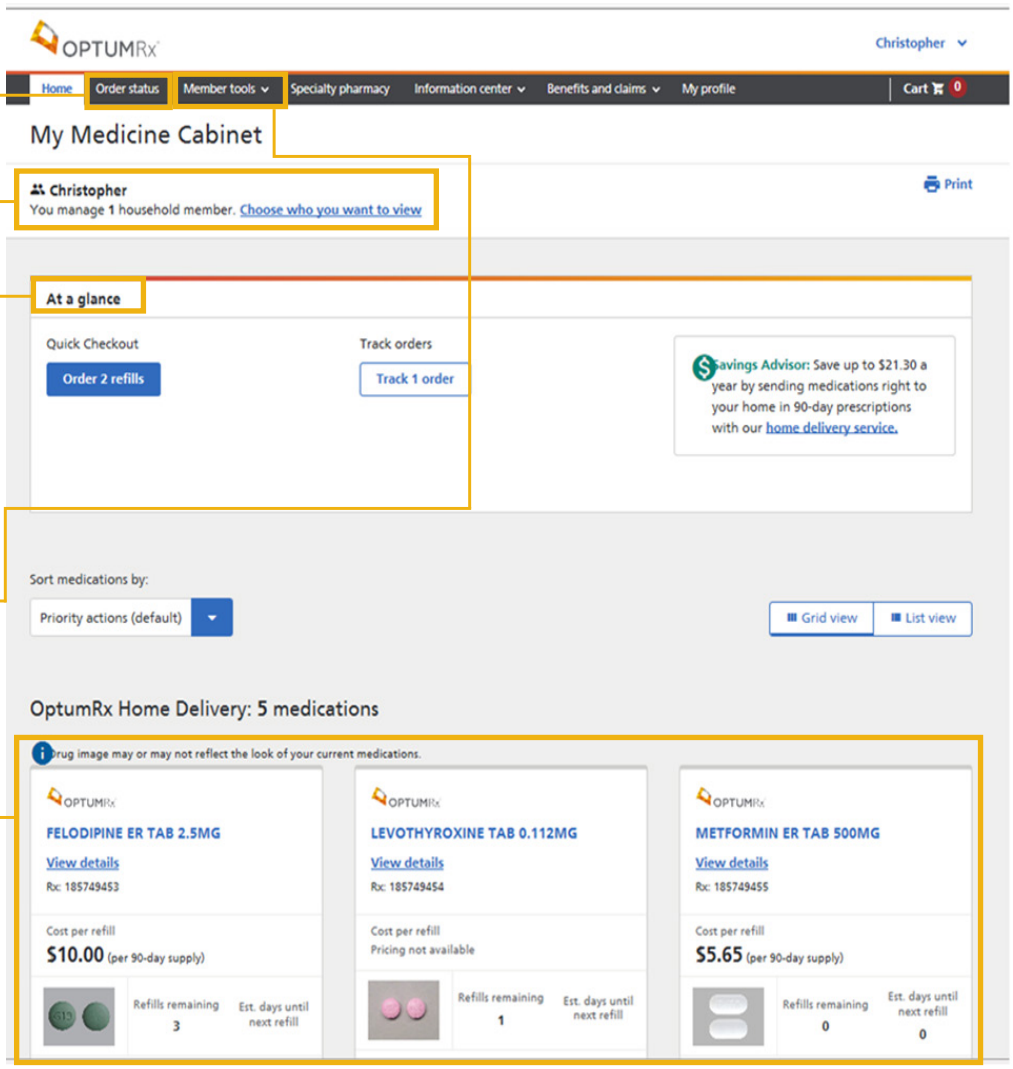


OptumRx.com features and tools

Member Portal: Overview

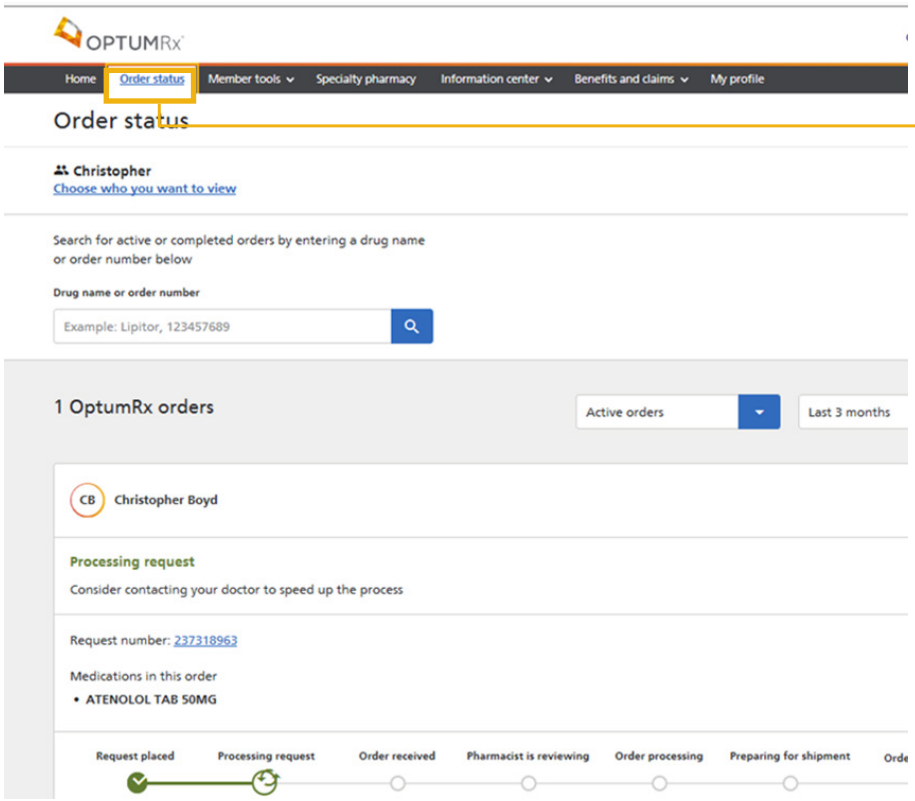
After you register or log in you'll see your OptumRx **My Medicine Cabinet Dashboard**. This dashboard makes it easy to access the tools and features designed to help you manage your medications and health.

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



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

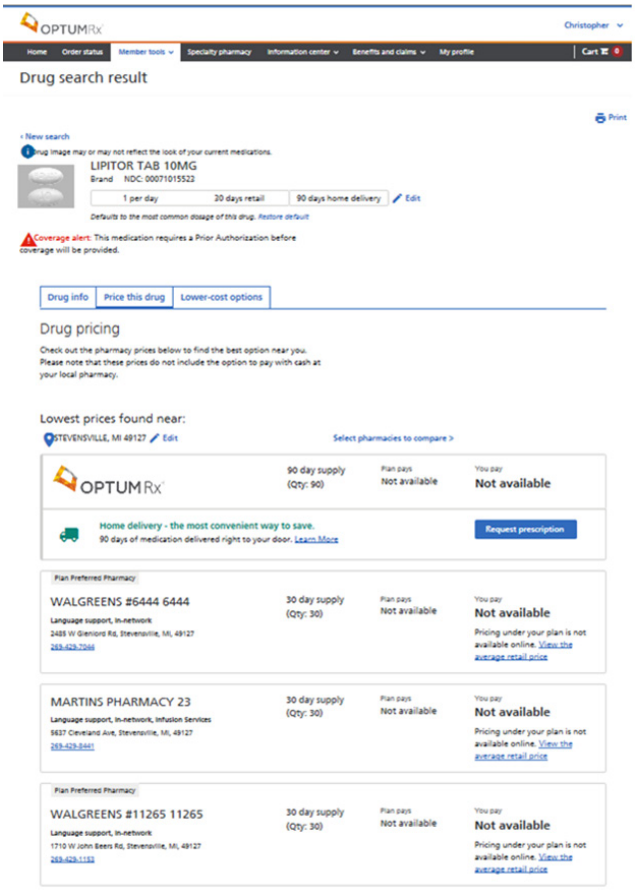
Note: Some sections are only available if you are logged in to your account. Not all sections of the website are available to all members — access to features and tools are determined by your benefits plan.

Drug Search & Pricing

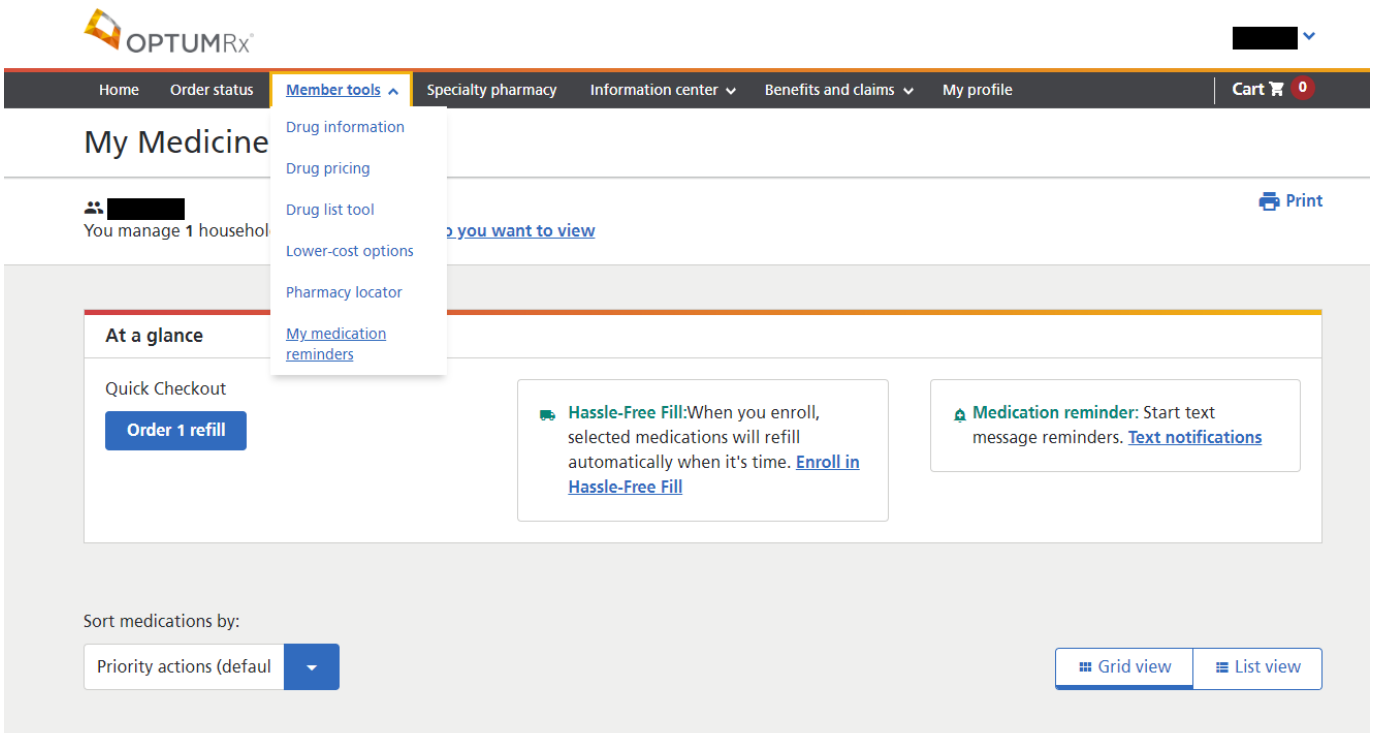
- **Drug Pricing:**
  Easily view the cost of filling a prescription at up to 5 retail pharmacies
- **Two Tools in One:**
  Toggle between drug search results and drug pricing pages
- **Lower Cost Alternatives:**
  Compare the pricing between a medication and:

  - Generic alternative(s)

  - Similar brand name drugs



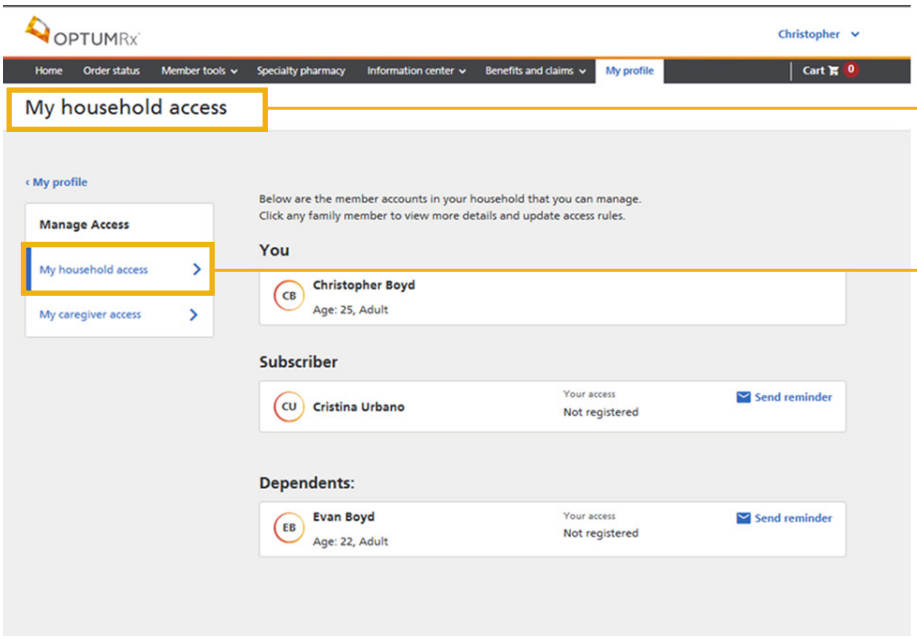
Claims History



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.



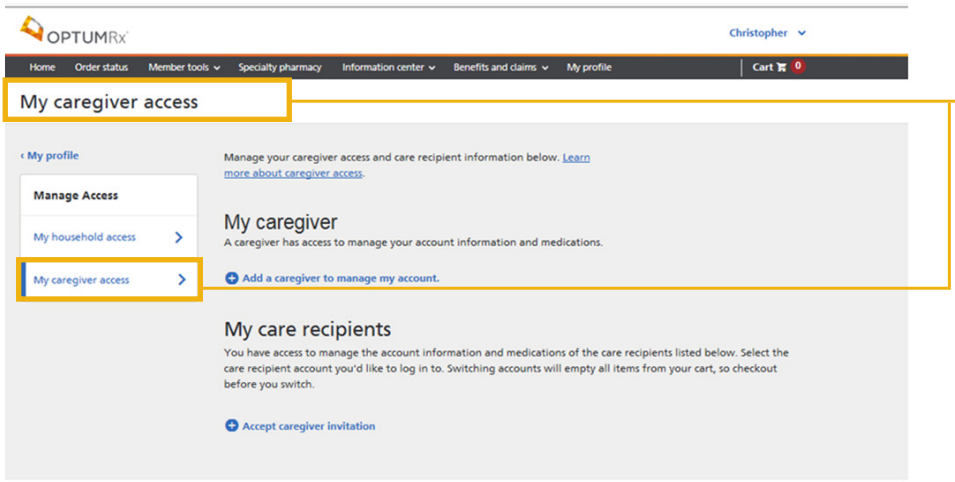
Household/caregiver access

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

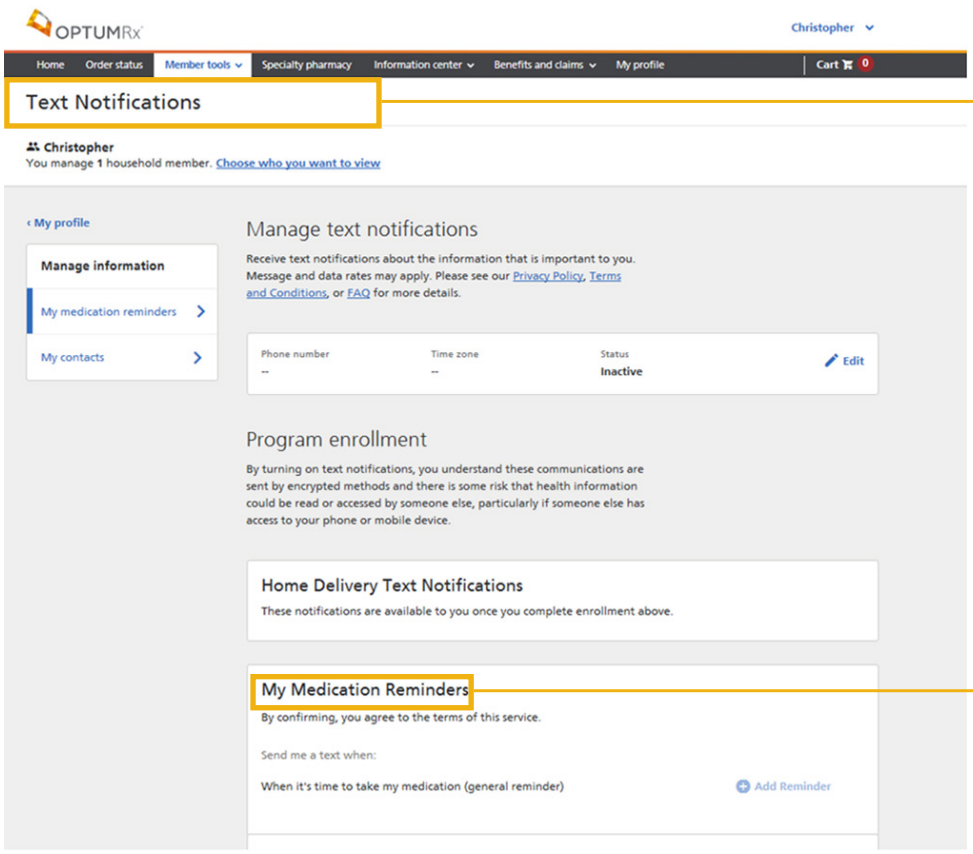
Become a caregiver for another person. If someone wants you to manage their account on your behalf, they can send you a **caregiver invitation** by email.

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:

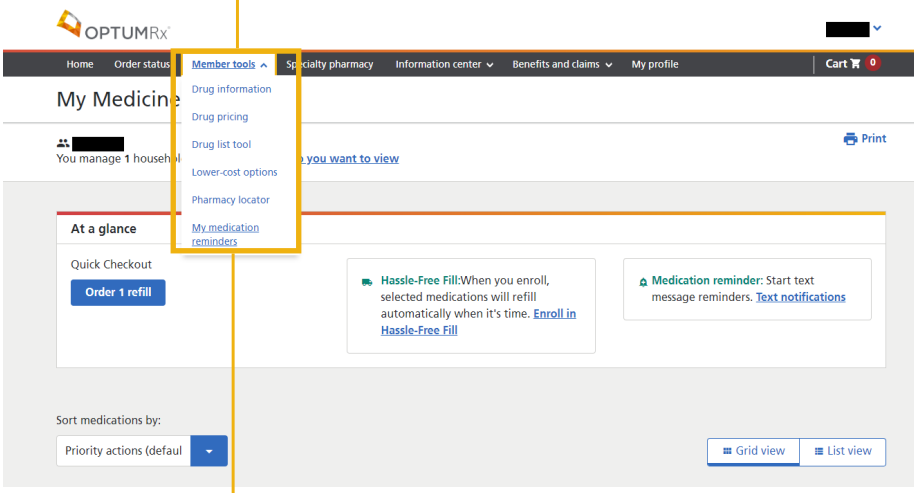
- Refills
- Renewals
- Transfers
- Order shipments
- Daily text reminders to take medications

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 for detailed information about thousands of prescription drugs.

Low Cost Options information

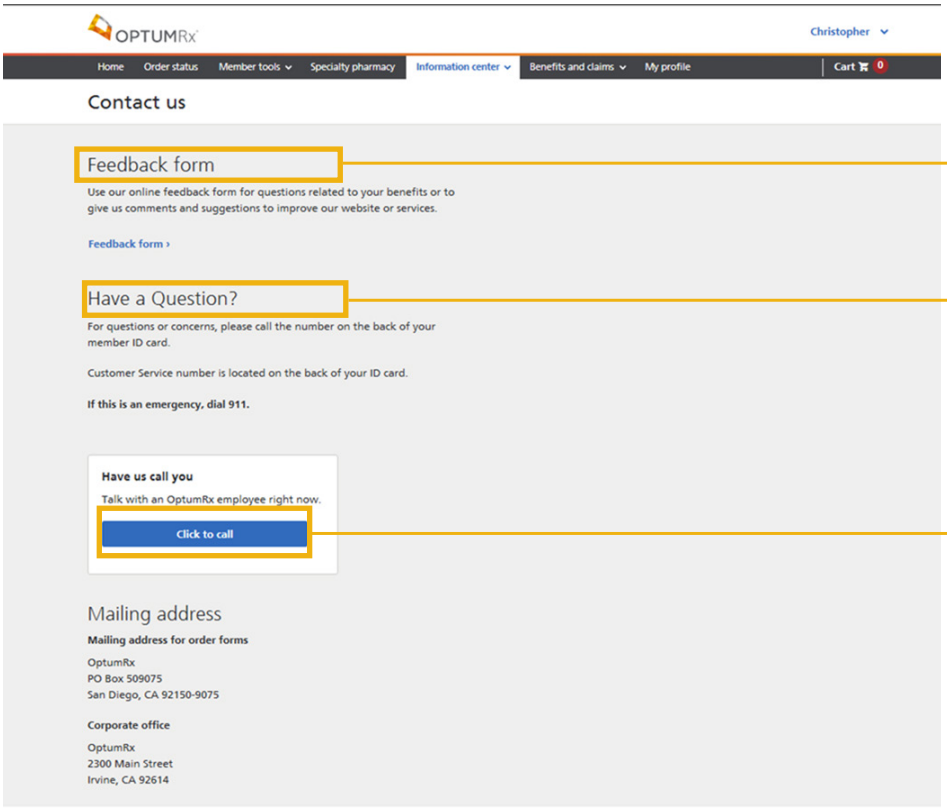
Search prices for medications and find their lower-cost alternatives.

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

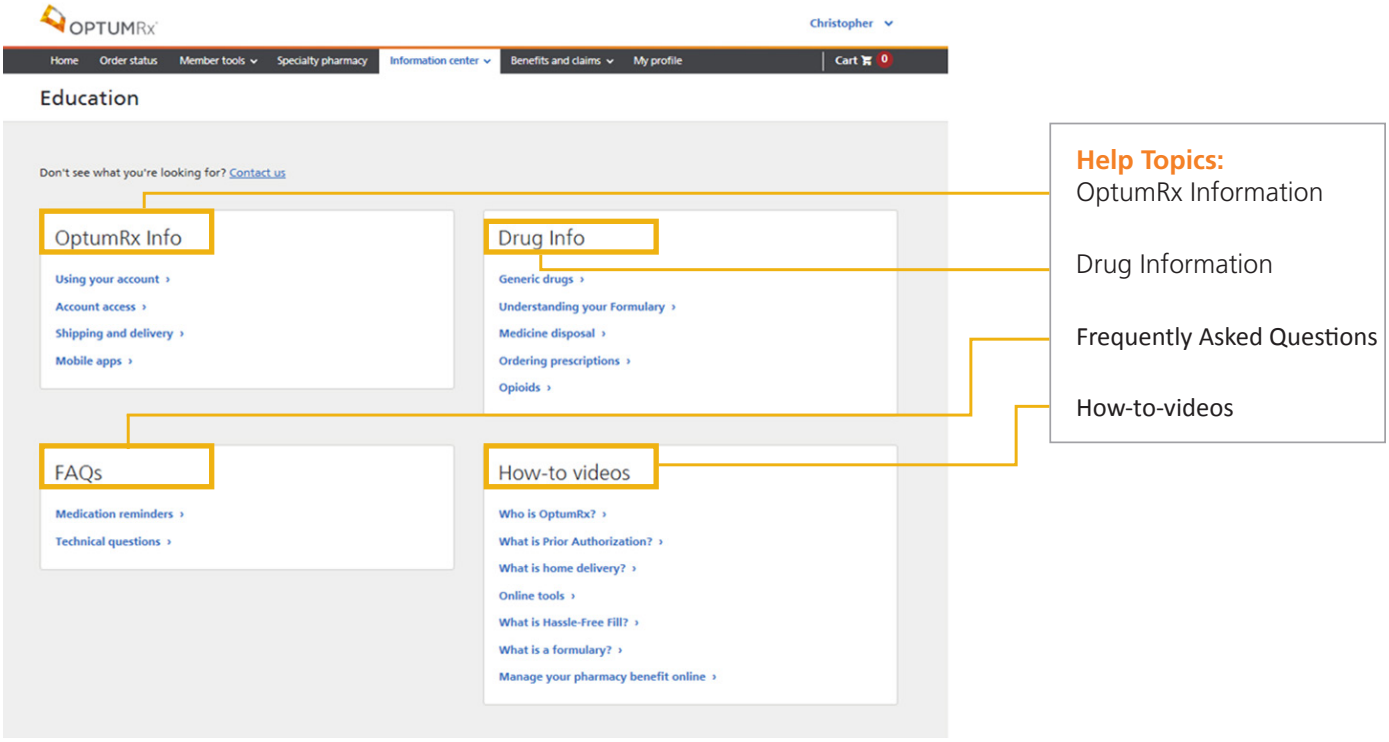
Call **1-877-559-2955**

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.



Mobile website

Use your smartphone to access our mobile website where you can:

- Request prescription refills
- Check order status
- Locate a retail pharmacy
- Search your plan's formulary
- Register via our mobile website

OPTUM®

optumrx.com

OptumRx specializes in the delivery, clinical management and affordability of prescription medications and consumer health products. We are an Optum® company — a leading provider of integrated health services. Learn more at optum.com.

All Optum trademarks and logos are owned by Optum, Inc. All other trademarks are the property of their respective owners.

© 2018 Optum, Inc. All rights reserved. ORX4292-UMR_180523