



Frequently asked questions

You may have some questions about the combination of Catamaran and OptumRx.

As Catamaran and OptumRx combine, will I need to obtain a new prescription?

No, your active prescriptions will be available for refill just as they are now. There is nothing you need to do.

Can I update my account profile online?

Yes, you can update your contact, allergy and health condition information online. As we work to complete the combination with OptumRx, our website may not display all of your information. In this case, call the number on your member ID card, and we can help.

I have a preferred payment method in place. Will OptumRx receive it?

Yes. OptumRx will receive your preferred payment information.

How can I update my payment information?

If you need to verify, add, or remove credit card information, call us at the number on the back of your member ID card so we can help you update your information.

How do I refill my home delivery prescription?

You can order refills the same way you always have. Simply log in to the website or call the number on the back of your member ID card to request a refill.

How do I renew my home delivery prescription?

When you ask your doctors for a renewal, please request that they send the prescription electronically to OptumRx. Or, if you prefer, you can contact us via the phone number or website on the back of your member ID card, and we'll contact your doctor for you.

Will I be contacted if my order is over a certain dollar amount?

Yes. If your order totals \$500 or more, you will receive a call from OptumRx before we ship your order. During the call, you can confirm whether to fill the prescription and if so, which payment method to use.

How much does shipping cost?

Standard shipping is free of charge for all home delivery medications, including those in the Hassle-Free FillSM program. Expedited shipping is available, too, for about half the price you paid before. Next-day shipping is now \$12.50, and 2-day shipping is now \$6.

What is Hassle-Free Fill?

Hassle-Free Fill is the OptumRx automatic refill program for maintenance medications — those you take regularly. It replaces the Auto Refill program from Catamaran Home Delivery for eligible members. For a period of time you may see both the Hassle-Free Fill and Auto Refill program names.

How does Hassle-Free Fill work?

It is very similar to the Auto Refill program. When you are due for a refill, we will automatically refill your enrolled prescriptions and send you a 90-day supply. As an enhancement, we will also automatically contact your doctor for new prescriptions when they expire or have no refills left.

How do I enroll in Hassle-Free Fill?

If your eligible maintenance medications are currently enrolled in Auto Refill, you don't need to do anything. They will be automatically enrolled in Hassle-Free Fill.

If you are eligible and are not currently enrolled, call the number or visit the website on the back of your member ID card to learn how.

Will I be notified before my Hassle-Free Fill prescription ships?

Yes. We will call or email you to let you know your prescription will ship soon — unless you cancel within three business days of the refill notice.



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](https://www.optum.com).

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