Optum

Home delivery automatic refill program

Frequently asked questions

The Optum® Home Delivery Pharmacy automatic refill program offers convenience that can help improve the member experience, medication adherence and Net Promoter Scores®.* Below are answers to common questions about the program.

About the program

What is the automatic refill program?

It's a seamless prescription refill program that helps members take their maintenance medications as prescribed. It also offers convenience by:

- Notifying members by phone, text or email when a refill is scheduled
- Billing any copayment or coinsurance to their preferred payment method
- Delivering the medication to their address on file

Setting up automatic refills

How do members enroll their prescriptions in the program?

Members can go online, use the app or call us to opt in or opt out of the program. New medications are eligible for the program after the first fill (30-day waiting period).

Can a doctor's office send in a prescription for automatic refills and delivery?

Yes, if the member has enrolled new prescriptions in home delivery with your plan in the past 12 months. If the member has not used home delivery or does not want automatic refills, we will contact them to confirm their details whenever a provider sends us a new prescription.

Members can opt in or opt out at any time with one click

Two shipping reminders are sent to a member before each auto-ship refill.

Will members be contacted if their medication is eligible for the program?

Most new medications are eligible for program enrollment. Members may receive communications detailing the program.

Can members specify which prescriptions they want automatically refilled?

Yes. When reviewing their cart, members can select the medications to include in the automatic refill program. After proceeding to checkout, a message will appear with the list of medications they selected to enroll.

They can also go online or speak with a representative to change the medications enrolled in the program.

Managing refills

How do members pay for their automatic refills?

Members are responsible for any copayment or coinsurance due. We will collect payment using the credit card number provided by the member. Members with $0 copay are not required to have a credit card on file to participate in the program.

When will automatic refills be sent to the member?

We will notify members of an upcoming shipment by email, text or phone 14 days and 5 days before their 3-month medication supply runs out. The member has 3 business days to change or cancel the order.

What happens when the member is out of refills?

When a prescription reaches the maximum number of refills, we will contact the prescriber to review the prescription and take appropriate next steps.

What if a member needs to change their next automatic refill?

Members may change their next refill date up to 3 days prior to their next shipment in 2 ways: They can use the Optum Rx website and mobile app calendar feature or call the number on their member ID card. Members may also cancel a specific prescription shipment. They can also follow prompts if they receive a phone call notifying them of an upcoming refill.

Can members opt out of the program?

Yes. Members enrolled in the program can opt out at any time on the website or by phone.

Exclusions

Program guidelines for exclusions

Medications and facilities may be excluded if they:

- Are not indicated for chronic or long-term use (e.g., antibiotics, anti-infectives)
- Require frequent dose changes
- Are a controlled substance
- Have legal restrictions
- Are taken as needed
- Are injectable and require supplies related to administration
- Are topical or compounded products
- Are covered under Medicare Part B
- Are used in clinical trials or studies

Medication types or classes that are excluded

Some prescriptions can't be automatically refilled:

- Antipsychotics
- Cancer medication
- Compound medication
- Cough and cold medication
- Medication for infections (e.g., bacterial, fungal, malaria)
- Medication with potential for misuse or overuse
- Topical conditions
- Tuberculosis medication

Contact your representative today to enroll your plan in the automatic refill program.

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The Auto Refill program is subject to state and federal requirements.

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