

UNITED HEALTHCARE PRESCRIPTION HOME DELIVERY FREQUENTLY ASKED QUESTIONS

Where do I send my prescription?

Medco Health Solutions of Cincinnati
PO Box 74700
Cincinnati, Ohio 25274-7000

Do I pay extra to use home delivery?

No. It's available at no additional cost when prescription home delivery is included as part of your existing prescription plan benefit.

How long does it take to get my medications when I use home delivery?

First-time orders arrive within seven to 11 days. Future refills usually arrive in less than nine days. The best time to reorder is when you have about a 14-day supply of your medication remaining. This will help ensure that you receive the medication you need, when you need it. Refill orders received by noon through the Internet or our automated telephone system will be processed and shipped on the same day.

How are medications shipped?

Most medications are shipped via the U.S. Postal Service at no cost to you. Medications containing certain controlled substances are shipped United Parcel Service (UPS). If necessary, you can request express shipping. Express shipping is also available for an additional fee.

What if I need to speak with a pharmacist?

Our registered pharmacists are available 24 hours a day, seven days a week to answer any questions about your medications. Call the toll-free number located on your member ID card.

Can I still use my retail drugstore?

Yes. You are still covered at your retail pharmacy and can use your prescription card for other prescribed medications as well.

Do I get the same medications I get at the drugstore?

Whether you use brand-name medications or generics, the medications delivered to you are the same quality you buy at a retail pharmacy.

Are my prescriptions checked for drug interactions?

When your prescriptions are filled through your home delivery pharmacy, they are reviewed for any potential drug interactions based on your personal medication profile. This is especially important if you take several different medications or see more than one physician. If there ever is a question about your prescription, one of our pharmacists will contact your physician prior to dispensing the medication.

How do I pay for my prescriptions?

If you mailed your prescription to us, you can enclose your payment with your order or we can bill you. If you used our online services, you will be prompted for credit card information online or we can bill you as well. For your convenience, we offer AutoCharge, which allows you to place a credit card on file with Medco Health. When you enroll, we will automatically charge any orders covered under your member

Frequently Asked Questions Continued

number (all covered household members) to the card of your choice: American Express, Diner's Club, Discover/Novus, MasterCard or Visa. To enroll, just call 1 800 948-8779, or select this option online when you place an order for a refill or renewal of a current prescription. Your credit card information is secured using the latest advances in commercially available security products.

What if I have several refills left before I need a new prescription?

Don't worry. You can still take advantage of the savings your home delivery plan delivers regardless of how many refills are left on your prescription. Call your toll-free Member Services number and we'll take care of the rest.

How do I order a larger supply of medication from the home delivery pharmacy?

Your physician determines the amount of medication prescribed and will specify how much the home delivery pharmacy can dispense. Tell your physician that you are covered under a home delivery prescription drug program and of the maximum days' supply permitted by your plan.