

# Hassle-Free Fill Program

Simplify your life with automatic refills from OptumRx.

It's important to take your maintenance medication (medication you take regularly) as your doctor prescribed, but refills and pharmacy trips can be a hassle. Simplify prescriptions by enrolling in the Hassle-Free Fill<sup>SM</sup> Program, an OptumRx® home delivery program that automatically refills and delivers three-month supplies of your medication.

When it's time to refill your prescription, OptumRx will:

- Contact you to let you know that your medication will ship soon (unless you cancel it within three business days of the refill notice)
- Deliver your medication to the address you provided, with no shipping charge for standard delivery
- Bill your credit card for any copay, coinsurance or amount due

With Hassle-Free Fill, we take care of everything — so you don't have to worry about refills.

## Take advantage of home delivery.

The Hassle-Free Fill Program is a great reason to use home delivery through OptumRx. Not only is home delivery safe and reliable, it also offers these advantages:



**Cost savings:** You may pay less for your medication with a three-month supply through OptumRx.



**Convenience:** Get free standard shipping on medications delivered to your mailbox.



**24/7 access and reminders:** Speak to a pharmacist who can answer your questions any time, any day. Even set up text and email reminders to help you remember to take or refill your medications.\*

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## Our website makes it easy.

At [optumrx.com](https://www.optumrx.com), select which medications you want in the Hassle-Free Fill Program — or remove them — with a simple click. You can even update or change your next delivery date before your order is processed.

Please note, you must have a credit card on file, set up for automatic payment in order to enroll online.



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## Enrolling is also hassle free.



### Online:

Visit **optumrx.com**, register and follow the step-by-step instructions. You can manage your medication online, including filling new prescriptions and transferring other prescriptions to home delivery. You can also set up text message reminders to help manage your medication schedule. Be sure to have your ID card and medication bottles on hand.



### Phone:

Just call the member phone number on your ID card to talk with a customer service representative right now. It's helpful to have your ID card and medication bottle available. The representative can also contact your doctor directly if you need a new prescription.



### Mail:

Ask your doctor for a new prescription for up to a three-month supply, plus refills for up to one year. Then go to **optumrx.com** and download the new prescription order form. Mail it to the address provided on the bottom of the form.

**If you don't use home delivery yet, we'll help you get started.  
Just call the toll-free number on your ID card.**

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\*OptumRx provides this service at no cost. Standard message and data rates charged by your carrier may apply.



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**.

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