

## About our Prescription Mail-Order Service

Use OptumRx® mail-order pharmacy for convenient home delivery of your medications that you take on a regular basis for chronic or long-term conditions. With OptumRx, you can:

- Order up to a 90-day supply of your maintenance medication – those you take regularly.
- Save time and travel costs by making fewer trips to the pharmacy.
- Get free standard shipping to anywhere in the United States.

### It's easy to use OptumRx home delivery service.

Choose from one of the following ways to register and get started:



*Online:* Set up your online account at [www.optumrx.com/mycatamaranrx](http://www.optumrx.com/mycatamaranrx). Select the medication(s) you would like to switch to home delivery.



*Phone:* Call OptumRx 24/7 at 1-866-528-5829 to have a customer service representative switch your prescriptions to home delivery.



*Mail:* Complete the New Prescription Mail-In Order form and mail it with your prescriptions to OptumRx.

You can also ask your doctor to send your written prescription(s) to OptumRx using one of the four following methods: 1) Electronic Prescription; 2) by fax at -1-800 491-4997; 3) by phone at 1-866 528-5829; or 4) by mail using an OptumRx New Prescription Mail-In Order.

### Information about using OptumRx Home Delivery service.

- You will receive your order shipment within ten (10) days after your order is filled. You should contact OptumRx mail order pharmacy (10) days before you think the drugs you have on hand will run out. This will help make sure they ship your next order to you in time.
- Let OptumRx know the best ways to contact you. This will help the pharmacy confirm your order before shipping it.
- If your order is delayed, you may ask for a one-time request to have your prescription filled at a retail pharmacy. Your provider will need to give you a prescription to fill at a retail pharmacy. Call the Presbyterian Customer Service Center to ask for a one-time request. You can reach them Monday through Sunday from 8 a.m. to 8 p.m. at:

Phone: (505) 923-6060  
Toll-free 1-800-797-5343  
TTY: 711

- Call the OptumRx mail order pharmacy helpdesk if you have questions about your order. You can reach them 24 hours per day, 7 days per week at:

Phone: (866) 528-5829  
TTY: 711

**Set up an online account at [OptumRx.com](http://OptumRx.com) to enjoy many benefits and services.**

You can:

- Manage your medications and prescription drug benefits.
- Order refills.
- Track your orders.
- Sign up for text message reminders about your medications.
- And much more!

Visit [www.optumrx.com/mycatamaranrx](http://www.optumrx.com/mycatamaranrx) to learn more.

Presbyterian Senior Care (HMO) / (HMO-POS) and Presbyterian MediCare PPO are a Medicare Advantage plan with a Medicare contract. Enrollment in Presbyterian Senior Care (HMO) / (HMO-POS) and Presbyterian MediCare PPO depends on contract renewal.

You can get this information for free in other languages. Call our Presbyterian Customer Service Center at (505) 923-6060 or 1-800-797-5343. TTY users call 711. You can reach us Monday through Sunday from 8:00 a.m. to 8:00 p.m.

Esta información está disponible sin costo en otros idiomas. Llame al Centro de Servicio al Cliente de *Presbyterian* al (505) 923-6060 o al 1-800-797-5343. Las personas que usan la línea de teléfono *TTY* deben llamar al 711. Puede llamarnos de lunes a sábado, de 8:00 a.m. a 8:00 p.m.