Using a participating retail pharmacy

Pick a pharmacy that is in the network

To get the most from your pharmacy benefit, you should use a participating retail pharmacy. Nearly 56,000 retail pharmacies belong to our network, including both chain and independent stores located across the United States. Whether at home or traveling, you will usually be within driving distance of a participating retail pharmacy. Filling prescriptions at pharmacies outside our network will increase your cost.

Find participating retail pharmacies near you

Visit our Web site at myuhc.com®. After you log in, click on the “Prescriptions” tab in the main menu. Next, click on “Find a Pharmacy.” OR

Call the toll-free Customer Service number on your ID card to use the voice-activated pharmacy locator.

Fill prescriptions at a participating retail pharmacy

Simply show your ID card to the pharmacist when you order. Your pharmacist will tell you how much you owe for the prescription.
Welcome to your UnitedHealthcare pharmacy benefit!

Your benefit is convenient and easy to use. This brochure will help you use your pharmacy benefit and make cost-effective choices.

Enclosed in this pharmacy packet you will find:

- A questionnaire to alert us about any allergies or health problems you have. Your answers help the pharmacist identify potential safety issues, such as medication duplication or medication interactions. We will not use your personal information for any other purpose.
- A form for ordering medications from our mail order pharmacy, administered by Medco.
- A return envelope for the questionnaire and order form.

To read about your plan in detail, visit us online at myuhc.com®. Your ID card identifies your personal information for any other purpose. We will not use your personal information to alert us about any allergies or health problems you have. Your answers help the pharmacist identify potential safety issues, such as medication duplication or medication interactions. We will not use your personal information for any other purpose.

Your questionnaire and order form is enclosed in this pharmacy packet.

If you have questions, please call the Customer Service number on your ID card.

Sincerely,

Tim Heady
Vice President of Pharmacy Benefit Management
UnitedHealthcare

Using the mail order pharmacy

Medco By Mail sends your prescription medications directly to you by mail — a great convenience for medications you take on an ongoing basis, such as those used to treat chronic diseases like heart disease and diabetes.

Set up your mail order pharmacy service

STEP 1 The first time your doctor prescribes a medication that you will take on a regular basis, ask for two prescriptions.

The first prescription should be written for a one-month supply that can be immediately filled at a participating retail pharmacy.

The second prescription should be written for a 90-day supply of the medication with refills (instead of a one-month supply with refills). Use the 90-day prescription to obtain your medication from the mail order pharmacy. The mail order pharmacy cannot alter your prescription, which must be dispensed as written by your doctor. You will be charged a mail order copayment on any prescription you submit to the mail order pharmacy.

For example:

- Your copayment for a medication from mail order is $75 and your doctor writes your prescription for a one-month supply. In this example, the mail order pharmacy will dispense a one-month supply of medication and you will be charged $75.
- Your copayment for a medication from mail order is $75 and your doctor writes your prescription for a 90-day supply. In this example, the mail order pharmacy will dispense a 90-day supply of medication and you will be charged $75.

These examples show that it’s important to maximize your pharmacy benefit by asking your doctor to write your prescription for a 90-day supply.

STEP 2 Complete the enclosed Medco By Mail Order Form.

STEP 3 The first time you order medication by mail, please complete the Health, Allergy & Medication Questionnaire. The information that you supply on this form is kept confidential. It helps the pharmacist check for potential medication interactions.

STEP 4 Mail the order form with your prescription, payment, and questionnaire in the envelope provided.

Filling prescriptions at the mail order pharmacy

You may pay by check, money order, Visa, MasterCard, Discover/NOVUS, American Express, or Dinners Club. If you prefer to pay all orders by credit card, you can set up an automated payment plan by calling 1-800-948-8779.

Receive your order

We promptly deliver your order in a package that doesn’t indicate the contents. Your prescription order will be delivered to you within 7 – 11 days. Your package will include:

- Medication container
- Refill instructions
- Information about your medication

Medco By Mail Order Form.

1-800-4REFILL (1-800-473-9455), or mail the prescription using the Medco By Mail Order Form. Be sure to record your confirmation number.

Pay for your prescription

You may pay by check, money order, Visa, MasterCard, Discover/NOVUS, American Express, or Dinners Club. If you prefer to pay all orders by credit card, you can set up an automated payment plan by calling 1-800-948-8779.

Receive your order

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