Optum Home Delivery choice: Alternative pick-up sites

Ensuring secure delivery options

Medications can be picked up from **alternate locations**[1]— for **safety**, **security**, and **peace of mind**

Flexible

Over 40,000 pick-up sites via UPS or FedEx.[2]
Search courier's site to find the most convenient location

Easy

Simply call Optum customer service at **1-844-368-8740** and request to have the order shipped to an alternative pick-up site or alternate delivery address (ie: work address, etc.)

Convenient

Pick up medication package from the designated site, with no additional charge for this service

>90%

of US population lives within 5 miles of UPS or FedEx pick up location

Example locations

The UPS Store®	FedEx Office
Advanced Auto Parts	FedEx at Walmart
Michaels	Dollar General
Select Nationwide Retailers	Grocery and other retailers

1. Medications can be sent to alternative locations where state and federal laws allow.
2. Consumer's choice of using FedEx HAL (Hold at Location), or UPS Access Point™ locker

Optum

© 2025 Optum. All rights reserved.