



Optum[®] Home Delivery gives you peace of mind

Getting safe and secure medications to your door is important to us. That's why Optum Home Delivery takes great care to package and ship medications to you, including those that require special handling for temperature. Here's what to expect when home delivery:

Packs your medication

Each order we send to your home or preferred location:

- Arrives in packaging resistant to puncture or tampering
- Insulates medication for cold/warm temperatures
- Uses eco-friendly packing material
- Conceals prescriptions to protect your privacy and prevent theft

Ships your order

When your package is ready to ship:

- Enjoy free standard shipping
- Get new or refill prescription orders within 5 days
- Tell us if you prefer a signature upon delivery

Plans your delivery

Before your medication arrives:

- Track your order online with ease
- Opt to pick up your package from a secure FedEx or UPS site

Trust home delivery for:



99% dispensing accuracy¹

We ensure you get the right medication and dose.



10 safety/quality checks²

A team of skilled pharmacists carefully reviews your order.



Temperature protection

Chilled medication stays cold up to 60 hours in normal shipping conditions.³

Frequently asked questions about medication safety and shipping:

When does a medication require refrigeration?

Drug manufacturers decide which medications have special temperature needs for shipping. Proper temperature helps maintain the medication's effectiveness. We work hard to meet or exceed the manufacturer's standards for temperature-sensitive medications.

How are refrigerated orders packaged?

Medications that require refrigeration are packed in insulated boxes (or coolers). Gel packs may also be used as needed based temperature at delivery location.

How long does an order keep refrigerated?

Gel packs are designed to last up to 60 hours in typical shipping conditions.

How do you protect orders from extreme heat or cold?

We use a system that picks the right packaging method to protect your medication based on the destination temperature. We also use next day air and express services. Lastly, we take recovery steps when packages are delayed due to shipping disruptions.

What should I do if there is a concern about my order?

Our team of pharmacists and clinical experts will get details from you to judge the condition of the order. If the medication is damaged or at risk of being unsafe, we'll ship a new order. Your safety is always our top concern.

What happens if my delivery is delayed?

We work with a third-party service to:

- Call you when packages may be delayed
- Deliver late packages by special courier
- Notify you in cases where the original shipment cannot be delivered and work with you to find a solution

For more information, visit [optumrx.com](https://www.optumrx.com) or call toll-free at 1-844-368-8740.



References

1. Optum Rx internal analysis. 2021.
2. Optum Rx operations. Documented steps for order intake, dispensing and shipping processes. 2022.
3. Optum Rx operations. For refrigerated medications, our packs have been tested and keep medications cold for more than 60 hours.

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