



Refills Without the Runaround

New pharmacy benefits designed to give you more options, better access, and fewer delays. WHA and Optum Rx are making it easier to get the medications you need—whether you pick them up or have them delivered.

What's new for WHA Members in 2025

★ Lower Mail-Order Copays

Get a **100-day supply** of maintenance medication for the cost of just **2 retail copays**
(Previously 2.5x the cost)

★ 100-Day Supply by Mail

More meds, fewer interruptions—delivered straight to your door

★ 90-Day Fills at All Network Pharmacies

Pick up your maintenance medications *anywhere in-network* with access to local and retail network pharmacies such as CVS, Walgreens, and Safeway.

NOTE: When you fill a 90-day supply at retail, you pay 3x your copay. With mail order, you only pay 2x your copay for a 100-day supply.

How to Start Home Delivery with Optum Rx

1. **Log in** at optumrx.com or open the Optum Rx app
2. Go to **My Prescriptions** ► tap **Switch to home delivery**
3. Proceed to **Checkout** — Optum Rx will contact your doctor and deliver your meds



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Frequently Asked Questions



Is the Optum Home Delivery Pharmacy in my plan's network?

Yes, it's part of your plan's pharmacy network.



Once I've enrolled in home delivery, how long will it take to get my medication?

Medication should arrive within 5 business days after your complete order is received.



Is there a charge for shipping?

There is no charge for standard shipping. Expedited shipping may incur an additional cost.



Do I need to set up a home delivery account?

Yes. Before your first order can be shipped, you need to set up your account and provide your payment method (credit card, debit card or bank account). Using your account, you can go online or use the app any time to place and track orders, check prices, and more.



What is maintenance medication?

Maintenance medications are those you take on a regular basis. These may be taken for ongoing conditions like high blood pressure, cholesterol and depression.



Can I use home delivery for any medication?

Use home delivery for eligible maintenance medications. See which of your prescriptions can be filled through home delivery by going online or using the app.



Can I set up medication reminders?

Yes. Go online or use the app to check your profile and turn on email and phone notifications and reminders.



How does the automatic refill program work?

Go online or use the app to see and enroll all eligible medications. Then, refills will be sent when it's time. You'll be notified before shipping, and the approved payment method on file will be used. It's that easy.



Can a doctor prescribe directly to Optum Home Delivery Pharmacy?

Yes, doctor can send medication directly to home delivery with electronic prescription by searching Optum Home Delivery in their e-prescribing system or calling in the prescription directly.