

Capital Rx
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To receive real time notifications about lower cost alternatives, log into the Capital Rx Member Portal. Visit <https://app.cap-rx.com/login> or scan the QR code to download the app today.



{SystemDate-2}

Dear {First Name},

Capital Rx manages your prescription drug plan for {Organization Name}. We are committed to keeping you informed of coverage changes and what steps you can take to get the most from your benefits. We are pleased to share that effective {Change Effective Date}, Optum Home Delivery will be your new mail order pharmacy provider!

What You Can Expect

Capital Rx will be working directly with Walmart Mail Order to transfer your current prescription(s) to Optum Home Delivery. This process does not include the transfer of expired prescriptions, controlled substances or those with zero refills remaining. If you would like support with requesting a new prescription from your prescriber, call Capital Rx and follow the prompts for 'medications delivered to your home'.

Set Up an Online Account to Manage Your Prescriptions Digitally

Go to the Capital Rx Member Portal at <https://app.cap-rx.com/login> to register or log in. Select 'Home Delivery' to confirm your profile settings. You can submit refill requests, track orders, make payments, and update profile settings.

For newly prescribed medications as of {Change Effective Date}:

Call Capital Rx Customer Care at {Toll Free Number} and follow the prompts for medications delivered to your home or ask your doctor to send an electronic prescription to Optum Home Delivery. A coordinator will reach out to get you set up.

Choose one of the following options to request refills of current prescriptions or to send new prescriptions to Optum Home Delivery.

E-prescribe (preferred): Have your prescriber electronically send your prescription to Optum Home Delivery.

Fax: Have your prescriber fax your prescription to Optum Home Delivery. Faxed prescriptions may only be sent by a doctor's office and must include patient information.

Online (refills only): Login to the Capital Rx member portal to place an order for available refills.

Mail: Mail your paper prescription to Optum Home Delivery at 6800 W 115th St. Suite 600, Overland Park, KS 66211-9838.

Please contact Capital Rx Customer Care at {Toll Free Number} if you have questions about your pharmacy benefit or have concerns regarding these changes. We are available 24 hours a day, 7 days a week.

Sincerely,
Capital Rx