

# Welcome to Optum Home Delivery & Optum Specialty Pharmacy!

**REMINDER:  
YOUR PREFERRED MAIL ORDER  
AND SPECIALTY PHARMACY IS  
CHANGING ON  
JANUARY 1, 2024.**

## HOW DO I GET STARTED WITH HOME DELIVERY OR SPECIALTY SERVICES?

### For Optum Home Delivery

First reach out to your prescriber and update your mail order pharmacy provider to Optum Home Delivery.

**Online:** 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.

**Phone:** Call Capital Rx 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.

### For Optum Specialty Pharmacy

For newly prescribed medications as of January 1, 2024:

**Online:** Go to the Capital Rx Member Portal at <https://app.cap-rx.com/login> to register or log in. Select 'Specialty Pharmacy.' Fill out the New Patient Form, and we will take it from there.

**Phone:** Call Capital Rx and follow the prompts for 'specialty pharmacy' or ask your doctor to send an electronic prescription to Optum Specialty Pharmacy.

A patient care coordinator may reach out for more information to finalize your account or set up your first order. We will also contact your provider for an up-to-date prescription, if needed.

If your prescription needs a prior authorization, your prescriber may need to take extra steps to submit your prescription. To read more about prior authorizations, visit <https://cap-rx.com/members/> or call Capital Rx Customer Care.

## When Can I Create My Account with Optum Home Delivery or Optum Specialty Pharmacy?

You can set up your account as early as one week before January 1, 2024.

## Who Can I Contact If I Have Questions?

If you have questions about your pharmacy benefit or have concerns regarding these changes, please contact Capital Rx by dialing the number listed on your ID card. We are available 24 hours a day, 7 days a week, and are here to help!



**THE CAPITAL RX MEMBER PORTAL HAS ALL OF THE INFORMATION YOU WOULD EXPECT WITH ADDED FEATURES!**

Our suite of digital tools are integrated with Optum Home Delivery and Specialty Pharmacy. There is no need to create two accounts – you can manage your medications through the Capital Rx Member Portal.

- **Find Low-Cost Medications at a Pharmacy Near You**
- **View Claims History**
- **Track How Much Money You Have Paid Towards Your Out-Of-Pocket Obligations**
- **Find an In-Network Pharmacy**
- **View Which Medications Are Covered Under Your Plan**

**NEW Starting January 1, 2024!**

**Access and Manage Your Home Delivery or Specialty Pharmacy Profile**

**Order Home Delivery or Specialty Pharmacy Refills and Check Status of Prescription Orders**

