



# PHARMACY HOME DELIVERY: OPTUM

**Effective January 1, 2024**, Capital Rx's preferred home delivery provider is Optum<sup>®</sup> Home Delivery.

**Before prescriptions can be filled through Optum<sup>®</sup> Home Delivery**, a profile needs to be set up through one of the following options.



## Phone:

Call 1-877-542-2779 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.

## 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.

**Once your profile is set up** you can choose one of the following methods to request refills of current prescriptions or send new prescriptions to Optum Home Delivery.

- **E-prescribe (preferred):** Have your prescriber e-prescribe to Optum Home Delivery.
- **Fax:** Have your doctor fax your prescription to Optum Home Delivery. (Faxed prescriptions may only be sent by a doctor's office. They have access to the fax number to use.)
- **Online (refills only):** Login to the Capital Rx member portal to place an order for available refills.
- **Mail:** Complete an Optum home delivery prescription order form and mail with your paper prescription to Optum Rx, P.O. Box 2975, Mission, KS 66201.

**NEED HELP? CALL CUSTOMER CARE AT 1-877-542-2779.**

Home delivery support and all questions related to your Capital Rx pharmacy benefit is available  
24 hours a day, 7 days a week.