

# Hassle-Free Fill<sup>SM</sup> Program

Our new Hassle-Free Fill program allows you to receive automatic refills of your maintenance medications, those you take regularly.

The Hassle-Free Fill program delivers convenience by providing automatic refills of eligible medications. When it is time to refill, OptumRx<sup>®</sup> Mail Service Pharmacy will automatically:

- ▶ Call to notify you that your medication will ship soon (unless you cancel it within three business days of the refill notice)
- ▶ Deliver your medication to the address you provided, with no standard delivery shipping charge
- ▶ Bill your credit card for any copay, coinsurance or amount due

We take care of everything — so you never have to worry about refills.

## Learn more about Hassle-Free Fill.

### 1. How do I enroll my eligible medication in the Hassle-Free Fill program?

You can enroll medications online, by mail or phone.



**Online:** Visit **myuhc.com**<sup>®</sup> and select which medication(s) you would like to enroll.



**Mail:** Indicate on the refill order form in your next mail service package which medications you want in the program.



**Phone:** Call the member services phone number on the back of your health plan ID card.

### 2. Now that my medication is part of the Hassle-Free Fill program, do I need to contact OptumRx for refills?

You do not need to contact OptumRx to refill prescriptions in the Hassle-Free Fill program. Those medications will be refilled and delivered to you automatically. You may contact OptumRx if you have questions, want to speak to a pharmacist or change your credit card information we have on file.

### 3. If I fill a new medication through mail service, will I receive automatic refills?

No, refills for new medications are not automatic. Visit **myuhc.com** to see if your new medication is eligible for the Hassle-Free Fill program. If it is eligible, you must select that medication via **myuhc.com** to receive automatic refills. Or call OptumRx to learn if your new medication is eligible.

### 4. Do I receive all of my medications automatically, or can I select medications?

You choose which of your eligible medications you want to receive automatically through the program. Visit **myuhc.com** to learn which medications are eligible for the Hassle-Free Fill program, or call OptumRx.

### 5. Can I remove some, or all medications from the program?

Yes. If you no longer want your prescription(s) refilled automatically, log into **myuhc.com** and disenroll your medication from the program. You can also call OptumRx and provide the prescription number.

6. **How do I pay for my automatic refills?**

You are responsible for paying the copayment, coinsurance or deductible for each of your refills. To make it easy, we will bill your credit card (on file) at the time of each refill and shipment. If there are changes to your credit card, please contact us.

7. **Will I be told about upcoming refills?**

Yes. You'll receive a phone message telling you that your medication(s) will soon be refilled and delivered.

8. **When will I receive my refills?**

Approximately 10–20 days prior to your next fill date, you will receive a phone call telling you that a refill will soon be shipped. You have three business days to confirm any changes or cancel the order.

9. **What if I no longer need my automatic refill, or want to change the ship date?**

You can cancel your automatic refill, or update the ship date, at [myuhc.com](http://myuhc.com). Or follow the prompts when you receive the phone call telling you that your order will soon be refilled.

10. **What types of medications are eligible for the Hassle-Free Fill program?**

A broad range of maintenance medications are eligible for the program. These include:

- Asthma/COPD
- Contraceptives
- Cholesterol/lipid lowering medications
- High blood pressure medications
- Oral diabetic medications
- Osteoporosis medications

11. **What are the guidelines for excluding drugs from the Hassle-Free Fill program?**

- Medications not indicated for chronic or long-term use (antibiotics, anti-infective)
- Drugs requiring frequent dose changes (chemotherapy, anticoagulants)
- Controlled substances, due to potential abuse concerns
- Medications with legal restrictions or supply limits (State regulations)
- As needed medications
- Injectable drugs with supplies related to administration
- Specialty medications
- Topical and compounded products
- Medicines covered under Medicare Part B

12. **What types or classes of drugs are excluded from the Hassle-Free Fill program?**

Excluded drug classes are:

- Blood thinners
- Cancer medications
- Compound
- Cough and cold medications
- Diabetic supplies
- Infections (bacterial/ fungal/ malaria)
- Medications with potential for abuse/overuse
- Mental health
- Specialty
- Topical skin conditions
- Tuberculosis medications

