COVID-19 and telehealth

At OptumRx, your health is our top priority. The coronavirus disease 2019 (COVID-19) is changing how we go about our days. Adding distance between ourselves and those we care about is tough. But we're all in this together.

Taking care of yourself and connecting with your doctor is more important than ever. The Centers for Disease Control and Prevention (CDC) suggests calling your doctor to ask if they offer telehealth visits. All you need is a computer, smartphone or tablet with a camera and internet connection, and you could have a video visit with your doctor—right from home.

Not feeling well? Tell them about your symptoms and talk about what action you may need to take. A telehealth visit may also make sense for a routine appointment.

And, if you get a new prescription, ask if you can fill it using home delivery. Your doctor or nurse can send an electronic prescription right to OptumRx. Home delivery helps you stay socially distant and saves you a trip to the pharmacy.

Actions to Take

1. Sign up for home delivery. If you take a maintenance medication you may be eligible for home delivery.
2. Sign up for home delivery any time
3. Keep medication on-hand. Log in to the OptumRx website to request a refill when you need one. Your medications may be eligible for automatic refills.
4. Request a refill or set up auto refills
5. Track order status. Sign into your online account. See when your order will be delivered

OptumRx Resource Page for COVID-19

We are posting regular updates as we learn more about COVID-19. Check back regularly for updates.

View Resources

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1 You are not required to use OptumRx home delivery for your maintenance medication. There are other pharmacies in your network. Visit optumrx.com and use the Pharmacy Locator to view listings.