Mail Service Member Select[™] Experience Map

The Mail Service Member SelectSM program allows plans to implement an effective, cost-saving mail service benefit, while giving members the flexibility to fill their maintenance medications through OptumRx® Mail Service Pharmacy or at a retail pharmacy. Here is what members will experience with the program.

(Optional) Member receives advance notice of Mail Service Member Select program.

Mail Service Member Select program effective date.



Member fills prescription at a retail pharmacy. Pharmacy staff receive a point-of-sale message advising the member to contact OptumRx. Claim is processed at the retail pharmacy using the standard copay/coinsurance amount established by the plan.

Member receives letter in two to three weeks encouraging a move to OptumRx Mail Service Pharmacy (or to disenroll) to avoid paying more.



Member's second fill at a retail pharmacy. Pharmacy staff receive a point-of-sale message advising the member to contact OptumRx. Claim is processed at the retail pharmacy using the standard copay/coinsurance amount established by the plan.

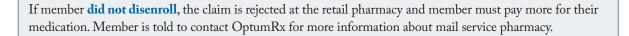
Member receives an automated call (if a phone number is available) or letter in two to three weeks encouraging a move to OptumRx Mail Service Pharmacy (or to disenroll) before third retail fill to avoid paying more for their medication until a decision is made.





Member's third retail fill.





Member can move to mail service or disenroll from the program at any time.

continue filling at retail paying more.



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