

Capital Rx and Optum Home Delivery are working together to offer you affordable prescription medications, delivered right to your home.



Getting Started with Optum Home Delivery

Please reach out to your prescriber and update your mail order pharmacy provider as 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.

Choose one of the following options to request refills of current prescriptions or send new prescriptions to Optum Home Delivery.



E-prescribe (preferred): Have your prescriber electronically send your prescription to Optum Home Delivery.



Fax: Have your prescriber fax your prescription to Optum Home Delivery. Faxed prescriptions may only be sent by a doctor's office and must include patient information.



Online (refills only): Login to the Capital Rx member portal to place an order for available refills.



Mail: Mail your paper prescription to Optum Home Delivery at 6800 W 115th St. Suite 600, Overland Park, KS 66211-9838.

Please note: If you are a new member and received a letter saying Capital Rx will be working with your previous pharmacy to transfer your current prescription(s) to Optum Home Delivery, it is important to still call Optum to ensure all your prescriptions were transferred. If your current prescription is expired, has zero refills remaining, or for controlled substances, your prescriber will need to submit a new prescription.

Save time and stay on track with home delivery and automatic refills.

How does the automatic refill program work?

Log into the Capital Rx member portal to view and enroll all eligible medications. Then, Optum Home Delivery will send your refills when it is time. You will receive reminders before an order is shipped. The pharmacy will bill the preferred payment method saved in your profile. You can adjust what medications are enrolled and the preferred payment method used at any time online.

NEED HELP? CALL CUSTOMER CARE USING THE PHONE NUMBER ON THE BACK OF YOUR ID CARD.

Support with home delivery or questions related to your pharmacy benefit is available 24 hours a day, 7 days a week.