Optum Store

1) **Can OptumRx members obtain a COVID-19 OTC antigen tests online with $0 member cost share?**

   Yes, beginning February 2, 2022, eligible members will be able to have tests delivered to their homes at a $0 cost through the Optum Store.

2) **What is the Optum Store?**

   Optum Store is Optum's new direct-to-consumer eCommerce platform which provides consumers with affordable access to OTC products, prescription medications, virtual care, and diagnostics (including COVID-19 tests). Optum Store operates agnostic of pharmacy benefit. More information is available at Store.Optum.Com

3) **Can a member go directly to the Optum Store to purchase test kits with a $0 cost share?**

   No. Eligible members must log into OptumRx.com. When eligible members click on the Optum Store COVID-19 at home test kit link, the system will auto-generate a token. Only those with a token will have the ability to checkout at $0.

4) **How can a member obtain a COVID-19 OTC antigen test online with $0 member cost share?**

   For clients opted into our standard approach for test kits, their eligible members can order COVID-19 tests online at the Optum Store by going through their OptumRx.com account.

   To access this option:

   1) Eligible OptumRx members will sign in to optumrx.com, scroll down and see a link to the Optum Store. Members will click link to 'Order Now'. The system will automatically generate a token for the associated ID and take them to the Optum Store website.
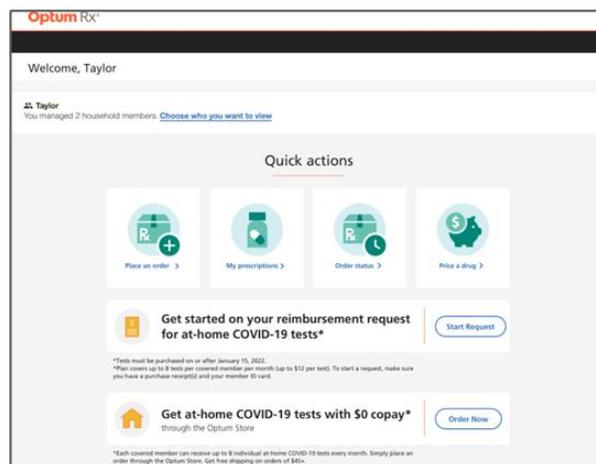
   2) Members will choose up to 4 boxes (8 tests) from the drop-down menu and add to cart. To checkout, Members will sign into their Optum Store account, create a new Optum Store account, or choose guest checkout option. (*Note that this is* <u>*not*</u> *a Health Safe ID login*)
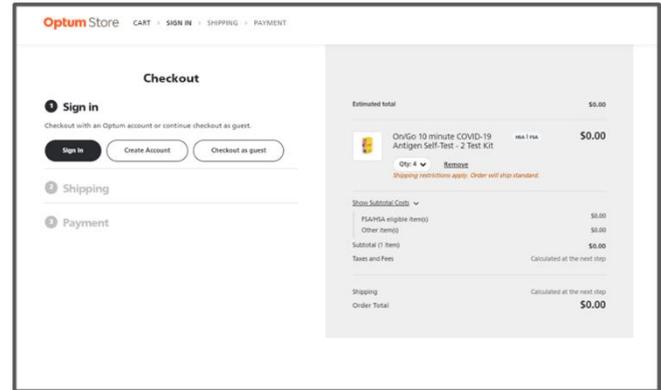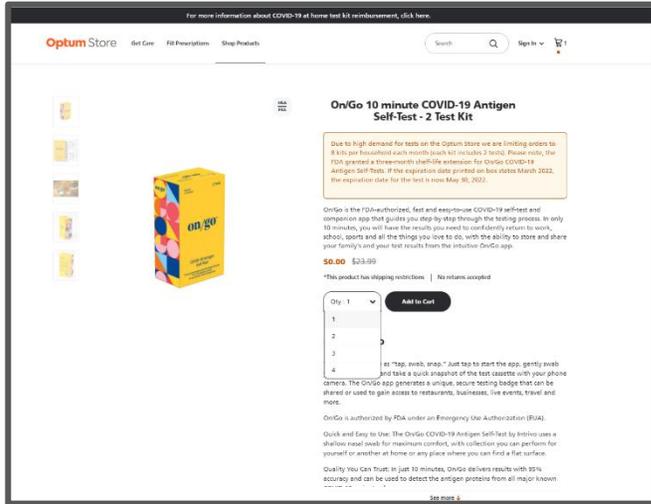
3) Members will receive free standard shipping on all orders over $45. To meet this threshold, members will qualify for free standard shipping if they buy at least 2 boxes of COVID-19 test kits (4 total tests).

4) Once members submit their order, an order confirmation page will appear. Members can choose to provide experience feedback via a popup survey. Their order confirmation, shipping confirmation and delivery communications will be sent to the phone number and email address provided.
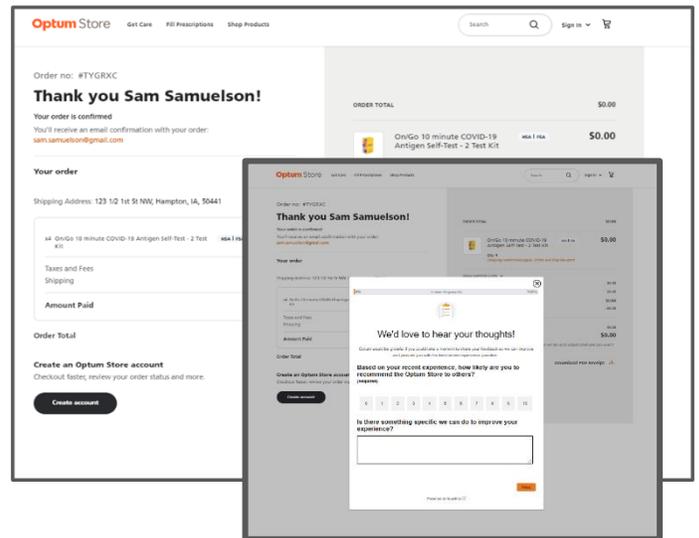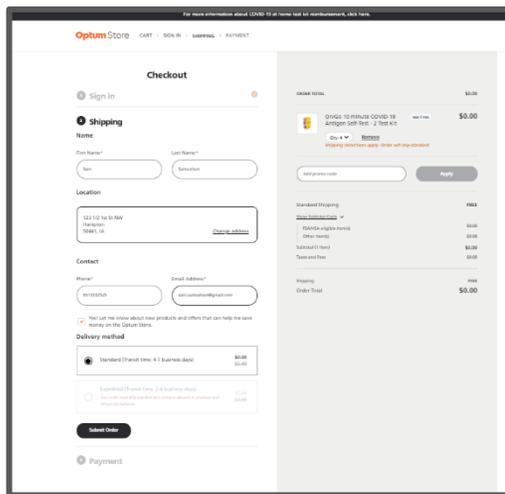
5) How many test kits can a covered family purchase in a calendar month, either through Direct Member Reimbursement, Retail Pharmacy, or the Optum Store (or other retailer)?

Per the Departments' Guidance, each covered individual on your insurance plan can get reimbursed for up to 8 Covid tests per calendar month. If a test kit contains 2 separate Covid tests, this kit will count as 2 tests toward your allowance of 8 per month. However, the Optum Store is limited to each household receiving up to 8 tests /per month. Members can obtain and be reimbursed for additional tests up to the federal limits.

6) **What COVID-19 test kits are offered through the Optum Store?**

At this time the Optum Store is offering the Intrivo On/Go at home test for the $0 copay solution. More test kits will be added to this solution as supply is made available.

7) **What do expiration dates look like for the Optum Store's current supply of COVID tests?**

Due to the emergency use authorization, most COVID test kits tend to have a shorter shelf life. However, The On/Go product has received FDA approval to extend the expiration for an additional 90 days. On January 20, 2022, the FDA granted a three-month shelf-life extension for On/Go COVID-19 Antigen Self-Tests. This extended the shelf-life for all On/Go Self-Tests from 6 months to 9 months. Therefore, if the expiration date printed on a box states February 2022, the expiration date for the test is now May 31, 2022.

8) **How long will delivery of test kits take?**

The Optum Store uses standard shipping. With standard shipping, members can expect to receive their package within two weeks of purchase. Most orders are received and sent out for delivery the same day of purchase. The Optum Store only ships to the contiguous United States, Alaska, and Hawaii. Shipping is not available to territories of the United States.

9) **Is shipping free?**

Members will receive free standard shipping on all orders over $45. To meet this shipping threshold, members will qualify for free standard shipping if they buy 2 boxes of COVID-19 test kits (4 total tests).

10) **Can delivery be expedited?**

No, there is no expedited delivery option for the $0 copay solution.

11) **Will any person have access to the link to buy COVID-19 at home test kits for $0 member cost share on the OptumRx and UHC portals?**

No, the Optum Store link will only show up for eligible members.

12) **How is OptumRx determining eligibility for individuals to access the Optum Store $0 member cost share link on optumrx.com?**

Users must first login to the OptumRx portal. After they login, our teams' cross reference their benefits to eligible Carriers. If the user is on the approved Carrier list, they will be shown a secure, private link that will allow them to claim their 8 tests per household per month on the Optum Store. The Optum Store will not offer these items without first clicking this secure, private link.

13) **Can members purchase additional items when ordering COVID-19 test kits through the Optum Store?**

COVID-19 test kits for $0 checkout is limited to the COVID-19 tests only. Members can order additional items from Optum Store via a separate transaction at Store.Optum.com.