

Optum Store COVID-19 Test Kit Solution

External FAQ

2/2/22

1) Can members with OptumRx benefit obtain a COVID-19 over-the-counter (OTC) at-home 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). More information is available at Store.Optum.Com

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

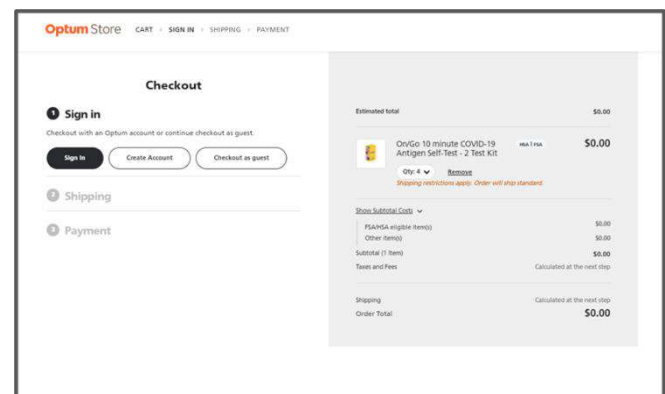
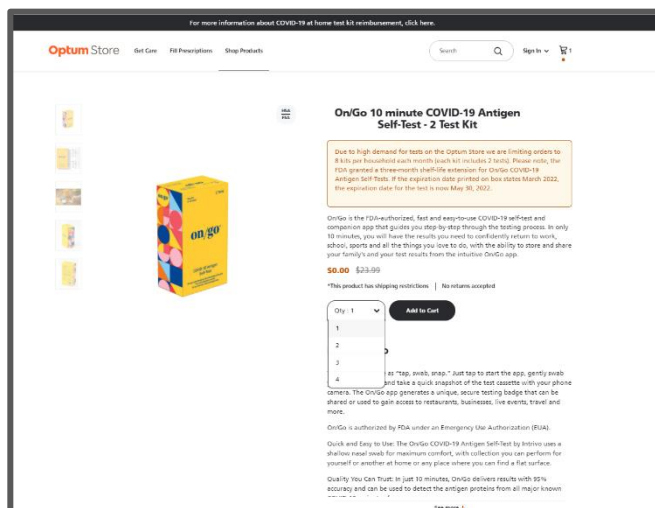
No. Eligible members must sign in to myuhc.com. When eligible members click on the Optum Store COVID-19 at-home test kit link, the system will auto-generate a token. Only those with a token will have the ability to checkout at \$0.

4) How can a UnitedHealthcare member with OptumRx pharmacy (carve in or carve out) obtain a COVID-19 OTC at-home antigen test online with \$0 member cost share?

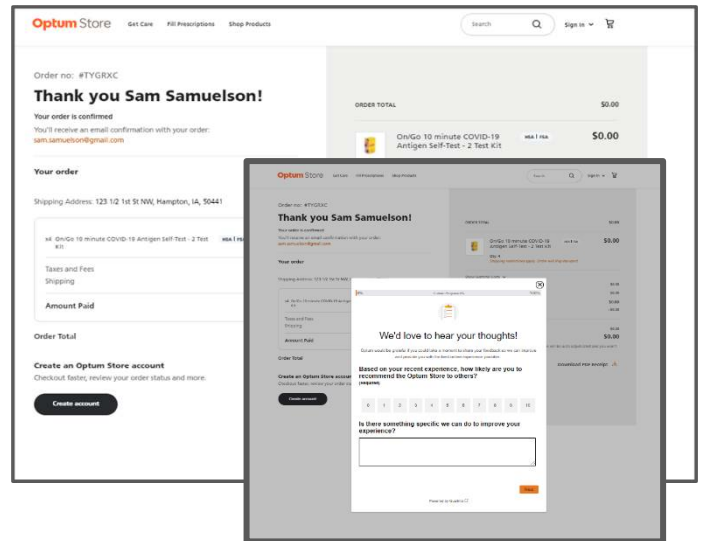
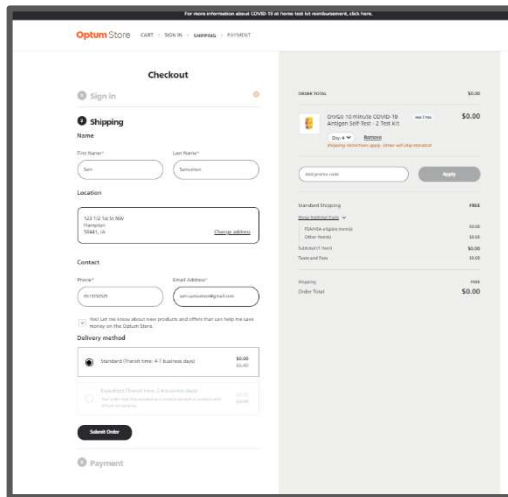
For clients with UnitedHealthcare medical and OptumRx pharmacy (carve in or carve out) eligible members can order COVID-19 tests online at the Optum Store by going through their myuhc.com. Customers with OptumRx pharmacy coverage but without myuhc.com access can obtain \$0 tests at the Optum Store by going to OptumRx.com.

To access this option:

1. Eligible members will sign in to myuhc.com and navigate to the COVID-19 Resource page, scroll down to 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 and check out.



- Members will receive free standard shipping on all orders when the cart total is 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).
- 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 that the member provided.



5) How many test kits can a covered family purchase in a calendar month through the Optum Store?

Per the departments' guidance, each covered individual on your insurance plan can get reimbursed for up to 8 COVID-19 tests per calendar month. If a test kit contains 2 separate COVID-19 tests, this kit will count as 2 tests toward your allowance of 8 per month. However, the Optum Store initial launch 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) 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.

8) Is shipping free?

Members will receive free standard shipping when the cart total is \$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).

9) Can delivery be expedited?

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

10) What is the client's price for tests at the Optum Store?

The Optum Store will be reimbursed the retail price for the test plus tax. These costs will be passed through to clients via the regular billing process. It may take a few billing cycles before the client sees claims data associated with Optum Store claims.

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

No, for members who sign on to myuhc.com, the link to the Optum Store will only show for those members who are eligible. This is a secure, private link.

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

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