The City of Milwaukee is participating in OptumRx’s Mail Service Member Select℠ program which encourages members filling maintenance prescriptions at retail to use home delivery as a cost savings measure for their enrolled members.

Members DO have the option to dis-enroll from home delivery if they so choose.

The member can contact OptumRx by calling 1-866-236-1495 to learn about home delivery pricing or opt out and continue filling their prescription at retail.

If your pharmacy receives a claim rejection code 76 with a message directing the patient to call a 1-866 number, Max 2 fills then action required; please inform the City of Milwaukee member that they must call OptumRx to either explore switching their prescription to home delivery or dis-enroll from home delivery and continue filling at retail.

If the member elects to continue filling at retail the OptumRx agent on the phone will opt them out of the program and your pharmacy will be able to reprocess the prescription.

TO REDUCE PROCESSING ERRORS, PLEASE CONFIRM THE INFORMATION ON MEMBER’S ID CARD PRIOR TO SUBMITTING PRESCRIPTION CLAIMS.

OptumRx Help Desk phone numbers:

- AARP® MedicareComplete® and UnitedHealthcare® MedicareComplete Plans: 877-889-6510
- UnitedHealthcare® Medicaid Plans: 877-305-8952
- AARP® MedicareRx, United MedicareRx, UnitedHealthcare MedicareRx Plans: 877-889-6481
- All Other Plans: 800-788-7871

Thank you for your continued support. Please distribute immediately.