This is a reminder that the UnitedHealthcare® Pharmacy Help Desk (PHD) is solely for use by our network pharmacies when they need to contact UnitedHealthcare’s pharmacy benefit manager, OptumRx™, to resolve prescription processing issues at the point of sale.

The pharmacy help desk phone numbers should not be provided to UnitedHealthcare members. Doing so may increase hold times for pharmacies and could also delay resolution of a member’s questions or concerns.

UnitedHealthcare members should call the Customer Service phone number on the back of their member identification (ID) card to have their questions and/or concerns addressed.

Please refer to the OptumRx Pharmacy Manual if you have questions related to the use of the Pharmacy Help Desk.

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

Should you have any questions or require assistance, please contact the OptumRx Help Desk, 24 hours a day, 7 days a week:

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.