

Optum Store COVID-19 Test Kit Solution

External FAQ

March 3, 2022

1) Can members with OptumRx benefit obtain COVID-19 over-the-counter (OTC) at home antigen tests online with \$0 member cost share?

Yes, beginning Feb. 2, 2022, eligible members will be able to have antigen tests delivered direct to consumer at a \$0 cost share 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 at home tests). More information is available at store.optum.com.

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

- No. If members go to the Optum Store they may purchase COVID-19 OTC at home antigen tests and submit the receipt for reimbursement through the medical or pharmacy benefit, as appropriate.
- To get COVID-19 OTC at home tests with \$0 cost share:
 1. Eligible members must sign in to myuhc.com. The member will be requested to enter their Health Safe ID which will take them to the login page. The member can click on the COVID-19 Resource's banner and then click on the *at-home tests* FAQ and follow the instructions on how to order OTC at home antigen tests with \$0 cost share.
 2. For members who do not have access through myuhc.com, members can click on to optumrx.com to obtain \$0 dollar OTC at home antigen tests. The member will be asked to sign in or register. Then they can scroll down to *Get at home tests for \$0 cost share*.

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?

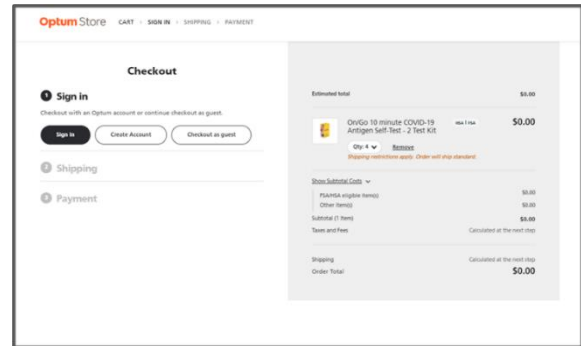
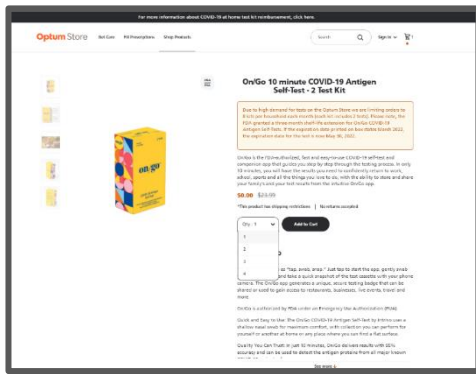
For clients with UnitedHealthcare medical and OptumRx pharmacy (carve in or carve out), eligible members can order COVID-19 at home tests online at the Optum Store by going through their myuhc.com account.

Customers with OptumRx pharmacy coverage but without myuhc.com access can obtain \$0 antigen tests at the Optum Store by going to optumrx.com. Before placing an order, you will need to create an account on the Optum Store page.

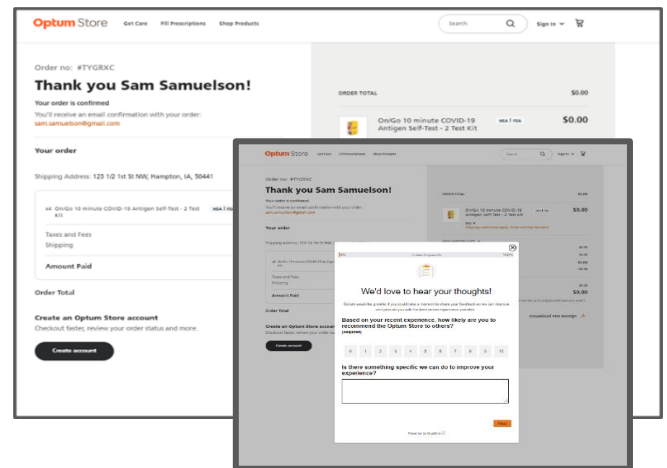
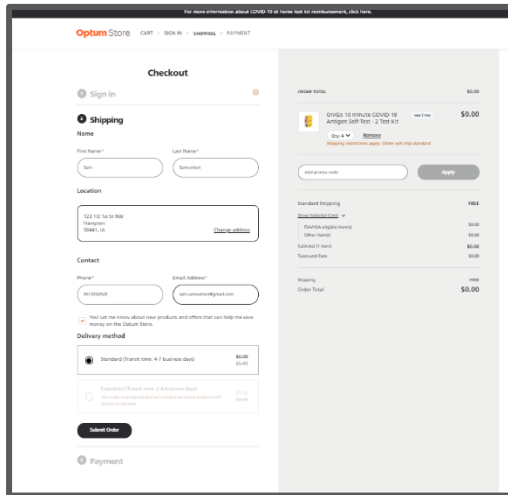
To access this option:

1. Eligible members who sign in to myuhc.com and navigate to the COVID-19 Resource page can 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 can choose up to 4 boxes (8 tests) from the drop-down menu, add tests to cart and check out.

The materials and discussion topics do not constitute a binding obligation of UnitedHealthcare with respect to any matter discussed herein. Please note, in addition to federal law, states may have additional or differing requirements. Some plans may have different features, and as a result, different guidelines may be applicable to them. Please contact your UnitedHealthcare account representative for additional details.



- Members will receive free standard shipping for the OTC at home tests purchased from the Optum Store through myuhc.com and optumrx.com.
- 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 at home test kits can a covered family purchase in a calendar month through the Optum Store?

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

Members can obtain and be reimbursed for additional at home tests up to the federal limits.

6) What COVID-19 at home 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 cost share solution. More at home 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

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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 OTC at home test is ordered from the Optum Store through myuhc.com or optumrx.com.

9) Can delivery be expedited?

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

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

For orders that go to the Optum Store and not through myuhc.com or optumrx.com, the Store will charge the retail price for the test. These costs will be passed through to self-funded 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 at home test kits through the Optum Store?

COVID-19 at home 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.