

Successfully Submitting a Prescription to OptumRx

The preferred method for fast and accurate prescription submissions is **ePrescribing**.

How to Begin:

Add the OptumRx profile in your electronic medical record (EMR) system using the information below to send the prescription directly to us. Before submitting, take the following steps to **minimize delays and avoid both cancellation and additional outreach**:

- Verify with your patient OptumRx is his/her home delivery pharmacy.
- [Verify](#) the medication is covered by your patient's health care plan or if it will require a prior authorization.
- Verify prescription **medication name, formulation, frequency, strength, directions, quantity, and refills** are complete.
- If using ePrescribe, ensure you select the **Carlsbad OptumRx** address listed below.
- Ensure the brand and quantity of **diabetic supplies** are consistent and matches the number of requested days.
- Verify inclusion of **collaborating/supervising physician** information as required for midlevel practitioners. To confirm requirements for your state, [click here](#).
- If prescribing for exceeding max dose or atypical dose, please include a comment on the script to acknowledge you are aware of the high dose or to alert us of the change being made.
- If you prescribe controlled substances, ensure your practice's EMR software is certified and approved for EPCS. We will require ePrescribing (eRx) for all controlled substances starting 1/1/2020.

Offering 3 Convenient Submission Methods:

ePrescribing

OptumRx Home Delivery

2858 Loker Ave East, Suite100
Carlsbad, CA 92010
NCPDP ID = 0556540
PID = P00000000020173

Call

1-800-791-7658

Provide a verbal prescription directly to an OptumRx pharmacist dedicated to our health care providers.

Fax

1-800-491-7997

Send us a complete prescription using the [Physician Fax Form](#).

Questions?

Contact ORxProviderHelp@optum.com or call **1-800-791-7658**.