

Make medications more affordable for members

The Easy Payment Plan is a no-cost, convenient and affordable option for members who use home delivery to spread the cost of their medication over three smaller monthly installments—so they don't have to pay all at once.

Here's how it works

When placing an order for a 90-day supply of maintenance medications, a member can select the Easy Payment Plan. Once they pay the first installment, the entire 90-day order is delivered to their door. The remaining two payments will be automatically charged over the next two months, while the member continues to take the medication.

Let's look at an example. A member ordered their home delivery prescription through Optum® home delivery and chose to apply the Easy Payment Plan to the order. While the total cost is \$60, the member can make three easier-to-afford payments of \$20 over three months.



As with all home delivery prescriptions, standard shipping is free and the medication order arrives in confidential, tamper-evident packaging.



Frequently asked questions

How does the member enroll in the Easy Payment Plan?

Members can self-serve by using the myuhc.com website or mobile app during checking out to apply the program to a specific order, or call the number on their ID card.

How does the member choose the Easy Payment Plan for an order?

Once selected at checkout, the payment plan applies to that specific home delivery order. The installment payments do not continue on future orders. The member must choose the program each time they order a home delivery prescription.

How do the members pay for the medication?

To elect the Easy Payment Plan for a home delivery order, the member must provide credit/debit card information for installment payments.

Will the member be notified before being charged?

Yes. After initial payment, the member will receive a reminder (via their preferred channel: e-mail, text, or voice message) prior to the second and third payment, letting them know that their credit/debit card will be charged.

What happens if there is a problem with payment?

The member will be notified via their preferred channel (e-mail, text, or voice message) if their payment cannot be processed. If the balance owed goes past 180 days, the member account will have an account balance restriction and will not be able to place future orders until resolved. This restriction will not prohibit the member from filling a \$0 copay medication.

What if the member wants to disenroll from the Easy Payment Plan?

Members can pay the balance in full anytime to discontinue the installment payments simply by going online at myuhc.com under the Pharmacies and Prescriptions page or by calling the number on their ID card.

How much does the program cost?

Easy Payment Plan is a standard offering available to all eligible members at no cost.

Contact your UnitedHealthcare representative for more information