

Please cancel my Optum account.

How can I help you with your order? You can select from the options below or type your question.

- 4:05 PM

Representative

You - 4:05 PM

Let me see if an agent is available.

- 4:05 PM

Our agents can answer your question.

- 4:05 PM

For security purposes, please enter your full name.

- 4:05 PM

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You - 4:05 PM

To help an agent resolve your issue quickly, can you tell me what you need help with?

- 4:05 PM

Close my Optum account.

You - 4:05 PM

Thank you. I'll connect you to a live agent now.

- 4:05 PM

You are being transferred to an agent.

Info - 4:05 PM

All agents are currently assisting others. Please continue to hold; you are 3 in line with an estimated wait time of 2 minutes. Thank you for your patience.

Info - 4:08 PM

You are 2 in line with an estimated wait time of 2 minutes. Please hold for the next available agent.

Info - 4:11 PM

You are now connected to Princess C..

Info - 4:13 PM

Hello, thank you so much for patiently waiting. My name is Princess and I'll be your Pharmacy Service Advocate.

Are you messaging us for your own account or for a different member?

Princess C. - 4:13 PM

Mine

You - 4:14 PM

Thank you, [REDACTED]. I have successfully pulled up your account, and how can I help you today?

Princess C. - 4:14 PM

I wish to close this account for the 3rd time. It seems it is not going well for me.

You - 4:15 PM

I'm so sorry about that. Please give me one moment to check your account

Princess C. - 4:17 PM

Thank you for waiting. The insurance on your mail order account is already inactivated. Rest assured we wont be filling your prescriptons.

Princess C. - 4:19 PM

Then why do I keep receiving prescriptions in the mail. I would like my medications, mailing address and credit card info removed from this account, because it won't let me do it, even though I am the one who opened the account.

You - 4:21 PM

I'm so sorry. There is a recent order for GABAPENTIN CAP 300MG and the order source was through phone of customer service

Princess C. - 4:25 PM

I want this account closed. How can I make my request more simple?

You - 4:26 PM

I understand. The insurance on your mail order account is already inactivated.

We may need to keep account itself active for claims purposes.

But rest assured, we will no longer process refills for your prescriptions.

Princess C. - 4:28 PM

I want my credit card information and mailing address removed from this account immediately.

You - 4:29 PM

Thank you. The payment option and shipping address on your account is already inactive

Princess C. - 4:31 PM

That is not what I said. I will be filing a consumer complaint against Princess C. and Optum for failing to close my account and remove sensitive information.

Delivered

You