

Frequently asked questions about transitioning to OptumRx

Welcome to OptumRx! We are here to help you with your pharmacy benefits.

After plan moves

Effective date: **July 1, 2021**

Online: **optumrx.com**

Phone: **1-855-524-0381**

App for your smartphone: **OptumRx**

General questions

Who is OptumRx?

OptumRx will help you get your prescription drugs as part of your health plan. Our commitment is to help you get the most out of your prescription medication benefit. We provide easy and cost-effective ways for you to get the medication you need.

With OptumRx, can I continue to go to the same pharmacy?

You will have access to OptumRx® home delivery and a large network of retail pharmacies, including large national chains and many local pharmacies. After your plan moves, you will be able to go online or call us to help find a network pharmacy. You can fill your prescriptions at any pharmacy of your choice.

Will I receive a new pharmacy ID card?

Yes, you'll receive a new member ID card and welcome materials a few weeks before your plan starts.

How will I fill my prescriptions at a retail pharmacy?

On or after your effective date, choose a pharmacy in your plan's network and show your member ID card at the pharmacy counter.

Will the medication I'm currently taking be covered with OptumRx?

To learn if your medication is covered, check your plan's formulary (list of covered medications) online on or after your effective date. You can also find out if you need to do anything before filling your next prescription.



What information does the formulary include?

The formulary is a list of commonly prescribed medications. It also:

- Identifies medications for certain conditions and organizes them into cost levels called tiers
- Lets you know if any medications require prior authorization or step therapy, which may affect how they are covered and how much they will cost
- Includes information about medications that may have quantity/supply limits or are considered a specialty medication

To learn if your medication is covered after your plan moves to OptumRx, check your formulary with the app or online. You can also find out if you need to do anything before filling your prescriptions.

Why could my medication cost or coverage change?

Your cost or coverage could change for several reasons including:

- Medications could move to a different tier
- Medications may no longer be covered
- You may be required to get a prior authorization (pre-approval for benefit coverage)
- You may be required to try other medications first (step therapy)
- Medications may only be covered in certain quantities or in a specified time period

Will I be notified if my medication coverage changes?

You may receive a letter if your coverage is changing or if your prescription will cost more.

Home delivery

How does OptumRx home delivery work?

- Home delivery lets you order up to a 3-month supply of medications you take regularly
- You can submit your order online, through the app, by phone, or mail
- OptumRx fills your order, ships it to you, and lets you know when to expect your delivery

What are the advantages of using OptumRx home delivery?

OptumRx home delivery is a convenient and cost-effective option for medications you take regularly.

- Medications will be delivered directly to your door, which means fewer trips to the pharmacy
- You will get up to a 3-month supply, which may save you money
- Pharmacists will be available by phone 24 hours a day, 7 days a week to answer questions
- You can set up automatic reminders to help you remember when to take your medication and refill your prescriptions

Will my current home delivery prescription(s) transfer to OptumRx?

Most home delivery prescriptions with valid refills remaining will transfer to OptumRx. But, prescriptions for some medications like controlled substances and ones that have expired will not transfer. In these cases, you'll need a new prescription from your doctor.

Will my home delivery billing information also transfer to OptumRx?

To keep personal information safe, payment information cannot be shared between pharmacies. Before we can ship your first home delivery order, you will need to provide your preferred payment method to OptumRx.

How will I order my prescriptions from OptumRx home delivery?

Once your coverage begins, there are four ways to place a home delivery order:



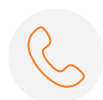
By ePrescribe. Your doctor can send an electronic prescription to OptumRx. Prescriptions for controlled substances, such as opioids, can only be ordered by ePrescribe*



Go online. Visit the website on your member ID card



By mobile app. Open the OptumRx app, which you can download from the Apple® App Store® or Google Play™



By phone. Call the toll-free number on your member ID card

Once I place a home delivery order, how quickly will I get my medication?

New and refill prescription orders will arrive within 5 days from the date OptumRx receives the completed order.

I currently use home delivery. What can I do to prepare for the transition to OptumRx?

Make sure you have enough medication to last for one month after your plan moves to OptumRx.

Will I be able to manage my home delivery prescriptions online?

Yes. After your plan moves to OptumRx, you will be able to access your prescription and home delivery information online or through the mobile app. You will also be able to check order status and place prescription orders.

Specialty pharmacy

What are specialty medications?

Specialty medications are for conditions such as cancer, multiple sclerosis and rheumatoid arthritis. They can be injectable, taken by mouth, or inhaled. They also:

- May require ongoing clinical oversight and additional education for best management
- Have unique storage or shipping requirements
- May not be available at retail pharmacies

Why is help from a health care professional necessary when taking specialty medication?

A health care professional makes sure the medication you're taking is:

- Working effectively
- The best or right dose for your condition
- Doesn't cause harmful side effects

Where can I fill my specialty medication?

You can fill your prescription at the pharmacy of your choice.

* This update does not apply to providers in Alaska, Guam, Puerto Rico or the US Virgin Islands.

Questions? after coverage starts



Visit **optumrx.com**



or call us toll free at
1-855-524-0381, TTY **711**,
24 hours a day, 7 days a week



All Optum trademarks and logos are owned by Optum, Inc. the U.S. and other jurisdictions.

© 2021 Optum, Inc. All rights reserved. WF4520527-B_052021