Frequently asked questions about transitioning to OptumRx®.

OptumRx is the pharmacy care services manager for your plan.

Effective date: January 1, 2017
Online: optumrx.com
Phone: 1-855-546-3439
App for your smartphone: OptumRx App

1. Who is OptumRx? OptumRx is your plan’s pharmacy care services manager. Our goal is to provide safe, easy and cost-effective ways for you to get the medication you need.

2. With OptumRx, can I continue to go to the same pharmacy? You will have access to the OptumRx home delivery pharmacy or thousands of retail pharmacies, including all large national chains, and many local pharmacies. To see a list of network pharmacies in your area, use our app or visit optumrx.com once your plan is effective.

3. What are the advantages of using OptumRx home delivery? Many members find OptumRx home delivery to be a convenient, cost-effective and safe option for medications they take regularly.
   - Medications are delivered directly to your mailbox, which means fewer trips to the pharmacy
   - You will receive up to a three-month supply, which may save you money on co-pays
   - Pharmacists are 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 prescription

   To learn more, call 1-855-546-3439. After your effective date, visit optumrx.com or use our app.

4. Will I receive a new member ID card? Yes, your health plan will send new ID cards with OptumRx pharmacy information a few weeks before January 1, 2017.

5. How will I know if the medication I am currently taking will be covered with OptumRx? Since both your current plan and OptumRx have open formularies, it would be very rare for a current prescription to not be covered. To find out more, call 1-855-546-3439.

6. What is a formulary? A formulary:
   - Outlines the most commonly prescribed medications from your plan’s complete pharmacy benefit coverage list
   - Identifies the drugs available for certain conditions and organizes them into cost levels, also known as tiers
   - Includes other programs, such as prior authorization and step therapy and exclusions, which may affect how medications are covered

   To learn if your medication is covered, call 1-855-546-3439. You can also find out what you may need to do before ordering.

7. Why could my medication cost change? OptumRx will continue to look for ways to help make getting your medications more safe and affordable. Your coverage could change for several reasons including:
   - Medications could change tiers
   - Medications may no longer be covered (See question 5)
   - You may be required to have a prior authorization
   - You may be required to try other medications first
   - Medications may only be dispensed in certain quantities
Will my home delivery prescription(s) transfer to OptumRx? Most home delivery prescriptions with remaining refills will automatically transfer. Prescriptions for certain medications will not transfer. Examples include prescriptions that have expired. In these cases, you’ll need a new prescription from your doctor.

I currently use home delivery. How can I make sure I don’t run out of medication during the transition to OptumRx? Keep using your current home delivery pharmacy and make sure you have enough medication to last for two months after your plan moves to OptumRx.

How will I fill a prescription at a retail pharmacy? After your effective date, choose a pharmacy in your plan’s network and present your member ID card at the pharmacy counter. Your insurance information will be entered and you will pay your share of the cost.

How does OptumRx home delivery work? After January 1, 2017:
- Order up to a three-month supply of medications you take regularly. Submit your order by phone, mail, online or with the app
- OptumRx fills your order, mails it to you and lets you know when to expect your delivery
- Your medication arrives within 7 to 10 days of placing the order

How do I order my prescriptions from OptumRx home delivery? There are four ways to place a home delivery order:
- Go online. After January 1, set up your account at optumrx.com or open the OptumRx app
- By ePrescribe. Your doctor can send an electronic prescription to OptumRx
- By phone. Call 1-855-546-3439
- By mail. Download a form from optumrx.com. Then complete and mail it to OptumRx with your prescription

Once I place a home delivery order, how quickly will I get my medication? New prescription orders are delivered by standard U.S. mail and will arrive around 10 business days from the date OptumRx receives the order. Refills normally arrive within 7 business days.

Will I be able to see my pharmacy benefit information online? Yes, after your plan moves to OptumRx, you will be able to access your prescription and home delivery information online at optumrx.com or through the app.

Who can I talk to if I have more questions? For more information, call customer service at 1-855-546-3439 or log in to optumrx.com after your effective date.

I receive a specialty medication through a specialty pharmacy. Do I need to take any action? You can continue to fill your specialty medications at an in-network pharmacy.