



Transitioning to OptumRx

Beginning January 1, 2015, OptumRx will be the new manager for your pharmacy benefit plan.

IMPORTANT DATES AND INFORMATION

	What You Need to Do	Timing	Complete
When you get your new ID cards containing OptumRx information:	Put your new ID cards in a safe place until you can start using them. If you do not receive them by December 31, call OptumRx Customer Service at 1-866-325-1179 .	Starting January 1	<input type="checkbox"/>
If you use your plan's current mail service pharmacy:	Order refills from the current mail service pharmacy if you will need the medications in January 2015.	Before December 31	<input type="checkbox"/>
	OptumRx will be your plan's new mail service pharmacy. You will still be encouraged to use mail service for maintenance medications (prescription drugs you take regularly).	Starting January 1	<input type="checkbox"/>
	Provide a payment method, such as credit card information, to OptumRx® Mail Service Pharmacy. You must do this before ordering a new prescription or transferred refill.	Starting January 1	<input type="checkbox"/>
	OptumRx will notify you if your refills were transferred. If you use a non-transferable [†] medication, ask your doctor to send a new prescription to OptumRx Mail Service Pharmacy.	After January 1	<input type="checkbox"/>
If you currently use a specialty medication:	Look for more information from OptumRx about how to order specialty medications from OptumRx® Specialty Pharmacy.	In December	<input type="checkbox"/>
When you order a prescription from your retail pharmacy:	Present your new ID card containing OptumRx information to your retail pharmacy.	Starting January 1	<input type="checkbox"/>
To access pharmacy benefit information online:	Register to use optumrx.com for a fast, safe and secure way to order refills of mail service medications, manage your account, get medications, pricing and more.	Starting January 1	<input type="checkbox"/>

Frequently Asked Questions

Who is OptumRx?

OptumRx, a leading pharmacy benefit manager, will administer your pharmacy benefits starting January 1, 2015. In addition to processing your prescription claims, OptumRx can also answer questions and keep you informed about programs your plan offers to benefit your health and potentially save you money.

What is a formulary?

A formulary is a list of medications covered by your plan. Your plan prefers you to use formulary medications.

Will my plan still cover medications I'm already taking?

Most medications on your plan's current formulary will continue to be on the formulary with OptumRx. Starting January 1, you can access your plan's OptumRx formulary and other resources at optumrx.com.

Will I receive new ID cards?

Yes. New ID cards will be mailed along with your welcome booklet. Look for the mailing in December.

Your new ID cards will be attached to the back of the booklet.

Please remove them and put them in a safe place to start using them as of January 1.



Where should I go to find out how much my medications will cost in the future?

OptumRx will be able to provide specific prices starting January 1. To get approximate pricing before then, call your plan's current pharmacy benefit manager through December 31.

Is my current retail pharmacy in the OptumRx network?

The OptumRx network includes more than 67,000 independent and chain retail pharmacies nationwide, so your current pharmacy is probably in the network. Beginning January 1, you can find participating pharmacies once you register at optumrx.com.

Will I have to do anything different to fill prescriptions with pharmacies in the OptumRx network?

Starting January 1, simply present your new ID card containing OptumRx information to the pharmacy when you order a prescription. Your pharmacy will submit your claim for coverage by your plan.

Will I still be encouraged to use mail service for maintenance medications as of January 1, 2015?

Yes, but OptumRx will be your plan's new mail service pharmacy starting January 1. Through December 31, you can order refills from your plan's current mail service pharmacy.

What happens if I just sent a new prescription to my current mail service pharmacy? Or if I should have refills available after my plan moves to OptumRx?

Most of your current mail service prescriptions will automatically transfer to OptumRx in January 2015 (except controlled substances and compound drugs[†]). Look for a mailing from OptumRx in January that will tell you how to access transferred refills.

How do I use OptumRx Mail Service Pharmacy for new prescriptions?

Ordering a new medication is easy with our website. Just log on to **optumrx.com**. From there go to My Account then click on Manage My Mail Service to fill a new prescription through our easy-to-use online tools.

Or, if you prefer to speak to someone on the phone, call **1-866-325-1179 (TTY 711)** to order through home delivery anytime.

How will I order refills from OptumRx Mail Service Pharmacy?

Once you place your first order with OptumRx on or after January 1, you can choose from three different ways to order refills:

- **Online:** Order refills at **optumrx.com**.
- **Mail:** Complete the reorder form included with each medication shipment and then mail it to us for processing.
- **Phone:** Call customer service at **1-866-325-1179 (TTY 711)**. You can choose to use our automated system or speak with a representative.

Also, if you register at **optumrx.com**, you will receive email reminders when it is time to refill your prescription.

How long will it take to receive my mail service prescription orders?

New prescription orders should arrive in about 10 business days after we receive complete order information, while refills should arrive in about 7 business days.

Does OptumRx have a website? What can I do through the website?

Yes, log on to **optumrx.com** for easy-to-use tools that give you complete control of your medicine cabinet. Registration is free and there are no extra fees to order your mail service prescriptions online. Once you register, you can visit our website anytime to use these helpful tools:

- **Order** your new medications online
- **Transfer** current prescriptions from a retail pharmacy
- **Refill** a current prescription
- **Renew** expired prescriptions

You can also manage your medications using these convenient and easy tools:

- Check your order status
- Compare medications and pricing to save the most money possible
- Set up text reminders to take your medication on time*

Will I still have access to a pharmacy for specialty medications?

Yes, starting January 1, OptumRx Specialty Pharmacy will be available to meet your specialty pharmacy needs. Compared to traditional medications, treatment with specialty medications can be a more intense therapy experience. That is why OptumRx Specialty Pharmacy does more than fill specialty prescriptions. We are also a support team for you and your doctor.

Who do I call if I have questions about specialty medication or OptumRx Specialty Pharmacy?

If you or a covered dependent use a specialty medications, your plan encourages you to order it from OptumRx. Specialty medications are typically used to treat serious health conditions, including multiple sclerosis, hepatitis C and rheumatoid arthritis. Up to a 30-day supply of specialty medications can be sent to either your home or doctor's office. For more information, call OptumRx Specialty Pharmacy at **1-866-218-5445**.

Who do I call if I have other questions about my pharmacy benefits or OptumRx?

Starting January 1, OptumRx can take your mail service and specialty prescription orders, as well as answer specific questions about your benefits. You can contact OptumRx customer service at **1-866-325-1179 (TTY 711)**.

† Some medications cannot be transferred due to state and federal restrictions, such as controlled substances and compound medications.

* OptumRx provides this service at no cost. Standard message and data rates charged by your carrier may apply.



The information in this educational tool does not substitute for the medical advice, diagnosis or treatment of your physician. Always seek the help of your physician or qualified health provider for any questions you may have regarding your medical condition.

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