

# Frequently asked questions about transitioning to Optum Rx

Have questions about switching to Optum Rx? We've got answers.

## Who is Optum Rx?

Optum Rx will be your plan's pharmacy benefits manager. Our commitment is to help you get the most out of your prescription medication benefit. We provide safe, easy and cost-effective ways for you to get the medication you need.

### Network retail pharmacies

- After Jan. 1, 2024, use the **Optum Rx app** or log in to your account at **optumrx.com** to view a list of network pharmacies.
- Show your member ID card at any network retail pharmacy.
- Call the number on your member ID card.

### Will I receive a new pharmacy ID card?

Yes, you'll receive a combined medical and pharmacy card from your medical plan carrier.

### Will the medication I'm currently taking be covered with Optum Rx?

To learn if your medication is covered, go to **optumrx.com** on or after Jan. 1, 2024, to check your plan's formulary (list of covered medications).

### What is a formulary?

A formulary is a continually updated list of prescription drugs that **uses the most clinically effective and cost-effective generic and brand drugs**.

### Prior Authorization

Prior authorization (PA) requires your doctor to tell us why you are taking a medication to determine if it will be covered under your pharmacy benefit. When you fill a new prescription, your pharmacist will tell you if a PA is required. You may look online on or after Jan. 1, 2024, to see if your medication requires a PA by logging in to **optumrx.com** > Member tools > Drug pricing information > Enter drug name and dose.

## Home delivery

If you take a medication regularly, you could save time and money with Optum® Home Delivery after Jan. 1, 2024.

- Order up to a 3-month supply.
- Get your medications delivered right to your mailbox – with free standard shipping.
- Talk to a pharmacist 24/7.

## How will I order my prescriptions from Optum Home Delivery?

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



**By e-prescribe.** Your doctor can send an electronic prescription to Optum Home Delivery. Prescriptions for controlled substances, such as opioids, can only be ordered by ePrescribe.



**Go online to [optumrx.com](https://optumrx.com)**, download the **Optum Rx app** or contact us by **phone** using the toll-free number on your member ID card.

## Specialty pharmacy

Optum® Specialty Pharmacy will be your specialty pharmacy. Optum Specialty Pharmacy does more than just fill prescriptions. Our pharmacy provides the resources and personal support you need when you need it.

### 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.

### To learn more about specialty services

- Visit **[specialty.optumrx.com/new-fill](https://specialty.optumrx.com/new-fill)**. Optum Specialty Pharmacy will contact your doctor and take care of everything else.
- Call a specialty representative at **1-877-838-2907**, TTY **711**.
- Text **NEW** to **55455**.

## Questions?

We can help. After Jan. 1, 2024:



Log in to **[optumrx.com](https://optumrx.com)**



Open the **Optum Rx app**



Call customer service at the number on the back of your member ID card



**Ready to learn more?** Scan this code with your phone's camera and tap the website link. Or visit **[optumrx.com/getstarted](https://optumrx.com/getstarted)** today.



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