

Frequently asked questions about transitioning to OptumRx.[®]

OptumRx is the pharmacy care services manager for your [Plan name][health].

Effective date: <Date>

Online: [<URL>][Visit the website on the back of your member ID card]

Phone: [<1-XXX-XXX-XXXX>][Call the number on the back of your member ID card]

App for your smartphone: <App name>

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 the website on your member ID card.

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, visit the member website on the back of your ID card or use our app

4 Will I receive a new member ID card?

Yes, you will receive a new member ID card and welcome materials a few weeks before your plan becomes effective.

5 How will I know if the medication I am currently taking will be covered with OptumRx?

To learn if your medication is covered, check your plan's formulary or list of covered medications online after your effective date. You can also find out what you may need to do before ordering it.

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, check your formulary on the our app or online. 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
- 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

8 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.

9 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.

10 How does OptumRx home delivery work?

- Order up to a three-month supply of medications you take regularly. Submit your order by phone, mail, online or through 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

11 How do I order my prescriptions from OptumRx home delivery? There are four ways to place a home delivery order:

- **Go online.** The website on your member ID card or open the app
- **By ePrescribe.** Your doctor can send an electronic prescription to OptumRx
- **By phone.** Call the toll-free number on the back of your member ID card
- **By mail.** Download a form from the website on the back of your member ID card. Then complete and mail it to OptumRx with your prescription

12 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.

13 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.

14 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 or through the app.

15 Who can I talk to if I have more questions? For more information, call customer service at the member phone number listed on the back of your member ID card after your effective date.

[16] [I receive a specialty medication through a specialty pharmacy. Do I need to take any action? Look for more information from BriovaRx®, the OptumRx specialty pharmacy, a few weeks before your plan moves.]



OptumRx specializes in the delivery, clinical management and affordability of prescription medications and consumer health products. We are an Optum® company — a leading provider of integrated health services. Learn more at [optum.com](https://www.optum.com).

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