

# Frequently Asked Questions

## OptumRx

### 1. Who is OptumRx?

OptumRx is a UnitedHealth Group company, offering high quality pharmacy benefit services. You can be confident that your prescription claims will be processed quickly and accurately. You will also enjoy additional advantages, such as an easy online experience, option to set up mobile text refill reminders, superior customer service and access to our in-house mail service pharmacy.

## Health Plan ID Card

### 2. Will I receive a new health plan ID card before the move to OptumRx?

Once your eligibility has been received for the new policy year, you will be notified that your health plan ID card is available. The new card will not be valid until the 2013 - 2014 policy year. Please keep and use your current card until that date. You can dispose of your old health plan ID card when the new card becomes effective. Remember to share your new health plan ID card at the pharmacy and next doctor visit. This will help prevent future billing issues and ensure your updated information is on file.

### 3. What if I've moved to OptumRx and haven't yet received my new health plan ID card?

If you do not receive your new health plan ID card by the time you move to OptumRx, you can download and print a health plan ID card on your health plan's website. A permanent card can be requested by logging in to your health plan's website.

## Pharmacies

### 4. Can I go to the same pharmacy? How can I find pharmacies covered by my plan?

The OptumRx network includes over 64,000 retail pharmacies, including all large national chains, many local, community pharmacies and the OptumRx Mail Service Pharmacy. It compares in size to the network you have today. To search for a network pharmacy near you, log in to the member website listed on your new health plan ID card and visit the pharmacy section. Or call the member phone number listed on the front of the card. There should be little, if any, disruption to members.

## Cost

### 5. Will the price of my medication change?

Some members may experience a change. For example, medication prices may vary between pharmacies. You may see a difference if you or your school recently selected a new benefit plan. Additionally, if you haven't yet met your deductible and you're paying out of pocket for your medication, you may see a cost increase or decrease between fills.

## Benefit Changes

### 6. Will my benefits change as a result of the move to OptumRx?

We anticipate there will be no change to your benefit coverage as a result of the move to OptumRx. Your school may choose to update benefit plans for the new policy year. Additionally, as part of your pharmacy benefit plan, Prescription Drug List (PDL) updates generally occur once or twice a year, depending on the plan. Any PDL or health and pharmacy benefit changes made during the new policy year are separate and not related to the move to OptumRx.

## Prior Authorization/Notification

### 7. My medication requires Prior Authorization/Notification. Will I need to go through this process again?

Yes, you will need to go through the process again when you move to OptumRx. At the beginning of this policy year, please ask your doctor to contact OptumRx to obtain a new authorization.

## Website

### 8. Will I be able to see my prescription information online?

Yes, you can still access your prescription and mail service information online. Once you've moved to OptumRx, just log in to the member website listed on your new health plan ID card and visit the pharmacy section. You can quickly view your medications, check status and refill mail service prescriptions. Placing an online refill order is easy. You simply need to provide a payment method during the checkout process. You can also set up refill reminders to send to your mobile phone.

### 9. How can I view my dependent(s) or spouse's pharmacy benefit online?

After you move to OptumRx, log in to your health plan's member website to view and manage all your dependents' information under the age of 13. Within OptumRx's pharmacy section, click on the My Prescriptions tab. On the left side of the page, you can select your dependent's account by using the View Accounts drop-down box.

## Mail Service

- 10. Will my mail service prescription(s) transfer to OptumRx?**  
Mail service prescriptions with remaining refills will not transfer. All mail service prescriptions will require a new prescription from your doctor. You can contact your doctor for a new prescription. Or, when you've moved to OptumRx, we can work directly with your doctor.
- 11. What if there are no more refills for my medication?**  
You'll need a new prescription if there are no more refills for your medication. You can contact your doctor for a new prescription. Or, when you've moved to OptumRx, we can work directly with your doctor.
- 12. Once I place a mail service 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 are sent the same way and normally arrive within 7 business days of OptumRx receiving your order. If you have an email address on file, you can expect to receive an email when your prescription ships. If you don't have an email address on file, you'll receive a phone call.
- 13. Will my medication look different?**  
Brand medications will look the same as your current prescription. Generics may look different, as OptumRx may use a different manufacturer for some medications. You can rest assured that U.S. Food and Drug Administration (FDA) approved generic medications are required to be the same strength and follow the same quality standards. If you have questions about your medications, our registered pharmacists are available 24 hours a day, 7 days a week.
- 14. Will there be changes in how I order my mail service prescriptions?**  
Once you've moved to OptumRx, there are several ways you can place new mail service orders and refills:
- **Online:** Log into the member website listed on your new health plan ID card and visit the pharmacy section
  - **Mail:** Mail in your prescription with a completed order form. This form can be found by logging in to the member website listed on your new health plan ID card and visiting the pharmacy section
  - **Phone:** Call the member phone number listed on the front of your health plan ID card
  - **Your doctor** can also fax, speak to a pharmacist or e-prescribe a new order for you

- 15. What are the advantages of using mail service?**  
Many members use mail service for the convenience, safety and savings. Medications are delivered directly to your home, which means fewer trips to the pharmacy. You will receive a 3-month supply, which may save you money. Registered pharmacists are available 24 hours a day, 7 days a week to answer questions. And you can feel confident in OptumRx's 99.99% mail service accuracy rate. All prescriptions go through multiple checks by licensed pharmacists and technicians, and are screened for potential harmful interactions with other medications on file. To learn more about mail service, log in to the member website listed on your new health plan ID card and visit the pharmacy section.
- 16. What happens if I currently use Medco's Extended Payment Plan for mail service?**  
Please note that OptumRx does not currently offer an Extended Payment Plan. You are responsible for any outstanding payments to Medco. Payments will be billed to the credit card on file with Medco in the same 30-day increments until they are paid in full. Your balance will not transfer.

## Specialty

- 17. I receive a specialty medication through the OptumRx Specialty Pharmacy. How does this impact me? Do I need to take any action?**  
Yes you will need to obtain a new prescription from your doctor and order your specialty prescriptions from OptumRx by calling **1-888-739-5820**.

## Customer Service

- 18. What happens if my question is not answered here?**  
If this FAQ has not answered your question, simply call customer service at the member phone number listed on the front of your health plan ID card. Please look carefully, as there are several phone numbers listed. Call the "For Members" phone number provided.

