



# Frequently asked questions about OptumRx

OptumRx administers your Plexus pharmacy care services.



Online: [myuhc.com](https://myuhc.com) or [whyUHC/plexus](https://whyUHC/plexus) (before you are eligible) Phone:

**1-844-210-5456**

App for your smartphone: **UnitedHealthcare App**

## General questions

### Who is OptumRx?

OptumRx is your plan's pharmacy care services administrator. Our commitment is to help you get the most out of your prescription medication benefit. OptumRx provides safe, easy and cost-effective ways for you to get the medication you need.

### With OptumRx, can I continue to go to the same pharmacy?

You will have access to OptumRx® home delivery and a network of retail pharmacies, including large national chains and many local pharmacies. You will be able to go online or call us to help find a network pharmacy.

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

If you have changed plans or are new to the plan, you will receive a new combined medical-pharmacy ID card. If you were previously enrolled in the plan, you can continue using your existing ID card.

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

To learn if your medication is covered, check your plan's prescription drug list (PDL) of commonly covered medications online on or after your effective date. You can also find out if you need to do anything before filling your next prescription.

**United  
Healthcare**

### How will I fill my prescription at a retail pharmacy?

Once your coverage starts, choose a pharmacy in your plan’s network and show your health plan ID card at the pharmacy counter.

### What information does the prescription drug list (PDL) include?

The PDL has the most commonly prescribed medications covered by your plan. It also:

- Identifies the medications for certain conditions and organizes them into cost levels called tiers
- Lets you know if any medications require prior authorization or step therapy, which may affect how they are covered
- Includes additional information about medications that may have quantity/supply limits or be considered specialty

To learn if your medication is covered, look up your medication on the app or online. You can also find out if you need to do anything before filling your prescriptions.

### Why could my medication cost or coverage change?

Your cost or coverage could change for several reasons including:

- Medications could move to a different tier
- Medications may no longer be covered
- You may be required to get a prior authorization (pre-approval for benefit coverage)
- You may be required to try one or more other medications before the medication you are requesting can be covered (step therapy)
- Medications may only be covered in certain quantities or in a specified time period

### What are tiers?

The PDL is broken out into sections called tiers. Tiers tell you the amount you pay for your prescription. Tier 1 medications provide the highest overall value with the lowest out-of-pocket costs.

Choosing medications in lower tiers may save you money.

Your cost / Drug tier	Medication value and coverage
\$ Lowest /Tier 1	Highest overall value. Mostly generic drugs. Some brand drugs may be included.
\$\$ Mid-range /Tier 2	Good overall value. Mix of brand-name and generic drugs.
\$\$\$ Higher /Tier 3	Lowest overall value. Mostly brand drugs, some generics. Ask your doctor if a Tier 1 or 2 option could work for you.

## Prior Authorization

### What is Prior Authorization?

Prior Authorization (PA) means you must obtain approval for certain medications to be covered by your plan.

### Why do some medications require PA?

The PA process is used to determine if the medication is covered based on the prescription drug plan benefit design.

## How does Prior Authorization work?

Before coverage can be obtained, the medication must be approved by OptumRx.

## How do I know if I take a medication that requires prior authorization?

Check your PDL on the UnitedHealthcare® App or **myuhc.com**. If you see “PA” next to your medication, you need a prior authorization. You can also talk to your doctor about whether another option could work for you.

## How do I request a prior authorization?

Your doctor will need to provide information about why you are taking a medication. To start the process, you can:

1. Call OptumRx to request a prior authorization.  
With your permission, we will contact your doctor.
2. Ask your doctor to contact OptumRx directly.

# Quantity limits

## What is a quantity limit?

This is a limit on the amount of medication covered over a period of time. You will only be able to get a certain amount of covered medication each time you fill.

## Why are there quantity limits?

Some medications have quantity limits for quality and safety reasons.

## How are quantity limits determined?

Our review committee of independent doctors and pharmacists meets regularly to review medications and consider how they should be covered by pharmacy benefit plans. Often quantity limits are based on:

- FDA approved indications
- Manufacturer’s package labeling instructions
- Well-accepted or published clinical recommendations

## How do I fill a prescription that has a quantity limit?

Check your PDL on UnitedHealthcare App or online. If your medication has a “QL” by it, there is a quantity limit restriction. Either you or your doctor can contact OptumRx. Make sure your prescription is written for the covered amount. In some cases, if your prescription is written for more than what your plan covers, you or your doctor will need to request a prior authorization to confirm coverage.

# Step Therapy

## What is Step Therapy?

Some medications may have lower-cost equivalents available. Step Therapy requires that you first try a more cost-effective medication before your plan will cover a more expensive option.

## How do I know if my medication requires step therapy?

Check your PDL on Health4Me or online. If you see “ST” next to your medication, you will need to try a lower-cost option before a higher-cost medication will be covered. Talk to your doctor about what options could work for you.

# Home delivery

## How does OptumRx home delivery work?

- Home delivery lets you order up to a 3-month supply of medications you take regularly
- You would submit your order online, through the app, by phone or mail
- OptumRx fills your order, ships it to you, and lets you know when to expect your delivery

## What are the advantages of using OptumRx home delivery?

OptumRx home delivery is a convenient, cost-effective option for medications you take regularly.

- Medications are delivered directly to your door, which means fewer trips to the pharmacy.
- You can receive up to a 3-month supply, which may save you money on copays.
- Pharmacists will be 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 prescriptions.
- Enroll in our automatic refill program and we'll automatically refill and deliver your eligible maintenance medications to you.

## Will my current home delivery prescription(s) transfer to OptumRx?

Most home delivery prescriptions with valid refills remaining will transfer to OptumRx. But prescriptions for some medications like controlled substances and ones that have expired will not. In these cases, you'll need a new prescription from your doctor.

## Will my home delivery billing information also transfer to OptumRx?

To keep personal information safe, payment information cannot be shared between pharmacies. Before we can ship your first home delivery order, you will need to provide your preferred payment method to OptumRx.

## How will I order my prescriptions from OptumRx home delivery?

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



**By ePrescribe.** Your doctor can send an electronic prescription to OptumRx. Prescriptions for controlled substances, such as opioids, can only be ordered by ePrescribe.\*



**Go online.** Visit the website on your member ID card.



**By mobile app.** Open the UnitedHealthcare app, which you can download from the Apple® App Store® or Google Play™.



**By phone.** Call the toll-free number on your member ID card.

## Once I place a home delivery order, how quickly will I get my medication?

New and refill prescription orders will arrive within 5 days from the date OptumRx receives the completed order.

## I currently use home delivery. What can I do to prepare for the transition to OptumRx?

Make sure you have enough medication to last for one month after your plan moves to OptumRx.



## Will I be able to manage my home delivery prescriptions online?

Yes. You will be able to check your prescription and home delivery information online or through the mobile app. You will also be able to check order status, place prescription orders and set up convenient automatic refills.

# Specialty pharmacy

## What is specialty medication?

Specialty medications treat chronic conditions such as multiple sclerosis and rheumatoid arthritis. They can be injectable, oral or inhaled medication with one or more of the following characteristics:

- May require ongoing clinical oversight and additional education for best management
- Have unique storage or shipping requirements
- May not be available at retail pharmacies

## Why is help from a health care professional necessary when taking specialty medication?

A health care professional makes sure the medication you're taking is:

- Working effectively
- The best or right dose for your condition
- Not causing harmful side effects

## Where can I fill my specialty prescription?

You can fill your prescription at Optum® Specialty Pharmacy. Our patient care coordinators and pharmacists are trained to understand your special therapy needs.

## Why use our specialty pharmacy?

- You don't have to worry about filling specialty prescriptions at any other location, such as a retail pharmacy or your doctor's office.
- You can talk with experienced pharmacists and nurses who can provide information about your medication.
- You receive customer service support from specialty experts to answer any questions you may have.

## How is my specialty medication shipped?

We ship your medication wherever you need it—in safe, temperature-controlled and tested packaging—at no cost to you for standard shipping.

## How do I transfer my specialty medication?

We will help you transfer your medication(s) after your coverage starts.

- Call **1-855-427-4682**.
- Register online at **specialty.optumrx.com**. We will contact your doctor and take care of everything else.

# Questions?



Visit **myuhc.com**



or call us toll free at **1-844-210-5456**, TTY **711**, Monday through Friday from 7 a.m. to 10 p.m. CST



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If Optum Specialty doesn't have access to your medication, they will refer you to another specialty pharmacy included in the network.

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