



Frequently asked questions about transitioning to OptumRx

OptumRx will manage your pharmacy benefit.

General questions

Who is OptumRx®?

OptumRx will be 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.

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

You will have access to the OptumRx home delivery pharmacy and a large network of retail pharmacies, including large national chains and many local pharmacies. To see a list of network pharmacies in your area, use our app, visit the website on your member ID card or call customer service.

Will I receive a new pharmacy ID card?

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

How will I fill my prescription at a retail pharmacy?

On or after your effective date, choose a pharmacy in your plan's network and present your member ID card at the pharmacy counter.

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

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



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What is a formulary?

A formulary:

- Lists commonly prescribed medications from your plan's complete pharmacy benefit coverage list
- Identifies the medications available for certain conditions and organizes them into cost levels, also known as tiers
- Lets you know if there are any medication exclusions, or if any require prior authorization or step therapy, which may affect how medications are covered

To learn if your medication is covered, check your formulary on the app or online. You can also find out what you may need to do before filling your prescription.

Why could my medication cost change?

OptumRx will continue to look for ways to help make getting your medications more 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 (pre-approval for benefit coverage)
- You may be required to try other medications first (step therapy)
- Medications may only be covered in certain quantities or in a specified time period

Home delivery

What are the advantages of using OptumRx home delivery?

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

- Medications are delivered directly to your mailbox, which means fewer trips to the pharmacy
- You will receive up to a 90-day supply, which may save you money on copays
- 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

How does OptumRx home delivery work?

- Order up to a 90-day supply of medications you take regularly. Submit your order online, through the app, or by phone or mail
- OptumRx fills your order, ships it to you, and lets you know when to expect your delivery

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 controlled substances and prescriptions that have expired. In these cases, you'll need a new prescription from your doctor.

Will my billing information also transfer to OptumRx?

We know how important it is to keep personal information safe. Before we can ship your first home delivery order, you will need to set up your credit card or billing preference with OptumRx.

How do I order my prescriptions from OptumRx home delivery?

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



Go online. Visit 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 your member ID card



By mail. Download a form from the website on your member ID card. Then complete and mail it to OptumRx with your prescription

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

New and refill prescription orders are delivered by standard U.S. mail and will arrive within 7 to 10 days from the date OptumRx receives the completed order.

I currently use home delivery. How can I make sure I don't run out of medication during 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, after your plan moves to OptumRx, you will be able to access your prescription and home delivery information online or through the mobile app. You can check order status, place prescription orders and set up convenient automatic refills.

Specialty pharmacy

Who is BriovaRx®?

BriovaRx is the OptumRx specialty pharmacy. Our patient care coordinators and pharmacists are highly trained to understand your special therapy needs.

Why should I use BriovaRx?

When BriovaRx is the provider of your specialty medications, you don't have to worry about filling specialty medications at any other location, such as a retail pharmacy or your doctor's office. You'll also have access to experienced pharmacists and nurses who can provide information about why your medication was prescribed, how it works, and how to administer and store it. They're also available to help you manage any side effects or to answer any questions or concerns you may have.

How will I receive my specialty medication from BriovaRx?

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

Will my specialty medication automatically transfer to BrivoRx?

No, your specialty medication will not automatically transfer to the OptumRx specialty pharmacy. However, you may choose to have your specialty medication transferred to BrivoRx after your coverage starts.

After your coverage begins, call a BrivoRx representative at **1-855-4BRIOVA** to enroll. You can also register online at **brivoRx.com/newpatient**. BrivoRx representatives will contact your doctor and take care of everything else.

Who can I call if I have specialty pharmacy questions after coverage begins?

You can call BrivoRx, the OptumRx specialty pharmacy, at **1-855-4BRIOVA (1-855-427-4682)**.



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.

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