

# 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. You can also access **optumrx.com** through your secure member portal at **Member.MassGeneralBrighamHealthPlan.org**.
- Show your member ID card at any network retail pharmacy.
- Call the number on your member ID card.

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

Yes, you'll receive new member ID cards for you and any covered family members before the Jan. 1, 2024 effective date.

### Will there be any changes to how the medication I'm currently taking will be covered?

We update our formulary throughout the year as new medications become available. Members will continue to have access to needed care and medications, but it is always a good idea to check our formulary for any changes, including but not limited to: the addition of lower-cost alternatives, changes to preferred products, and other tier updates.

### If I have approvals for medications I am currently taking, will those approvals remain in place?

If you currently have approvals in place for medications you are taking, those current approvals will remain in place and there is nothing you need to do.

### 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**.

## 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 for most maintenance medications.
- Get your medications delivered right to your mailbox – with free standard shipping.
- Talk to a pharmacist 24/7.

## Will my current home delivery prescription(s) transfer to Optum Home Delivery?

Most home delivery prescriptions with valid refills remaining will transfer to Optum Home Delivery. However, you will need to take action to provide your preferred payment method. But prescriptions for some medications like controlled substances and ones that have expired will not transfer. In these cases, you'll need a new prescription from your doctor.

## Will my home delivery billing information also transfer to Optum Home Delivery?

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 Optum Home Delivery. Once your payment information is complete and your order is placed, medications will typically arrive within 5 days.

## 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 e-prescribe.



**As of January 1, 2024,** go online to **optumrx.com**, download the **Optum Rx app** or contact us by **phone** using the toll-free number on your member ID card. You can also access **optumrx.com** through your secure member portal at **Member.MassGeneralBrighamHealthPlan.org**.

## Specialty pharmacy

Optum® Specialty Pharmacy can 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**. Optum Specialty Pharmacy will contact your doctor and take care of everything else.
- Call a specialty representative at **1-855-427-4682**, TTY **711**.
- Text **NEW** to **55455**.

## Questions?

We can help. After **Jan. 1, 2024**:



Log in to **optumrx.com**



Open the **Optum Rx app**



Call the Customer Service number on the back of your member ID card



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