

FIRSTNAME LASTNAME  
STREET ADDRESS

CITY, STATE ZIP



## Medication Therapy Management program

Get a review of your  
medications at no  
cost today

January 1, 2027

Dear MemberName,

If you take several medications or have more than one chronic health condition, you could be at risk of dangerous drug interactions or complications. The Optum Rx<sup>®</sup> Medication Therapy Management program helps you take your medications correctly and avoid harmful interactions and side effects. You may also learn about other drugs that cost less. Plus, you'll get tips and resources for managing your health.

As a member of Mass General Brigham Health Plan, you can take advantage of this benefit. **Call today.**



**1-866-352-5305, TTY 711**

8 a.m. - 8 p.m. CST, Monday-Friday

**Reference #:** <Reference ID>



Or to learn more, visit

**<https://massgeneralbrighamadvantage.org/plans/mtmp>**

## Frequently Asked Questions

### What else does the Medication Therapy Management program offer?

You'll get useful information about your medical conditions to help you understand and better manage your health.

### **How do I get started?**

Call the Optum Rx MTM pharmacists at **1-866-352-5305, TTY 711, 8 a.m. - 8 p.m. CST, Monday-Friday**. They'll answer your questions and walk you through next steps. They'll also set up a time to review your medications with a pharmacist.

### **Can I have a translator during my medication review?**

Yes. Ask the pharmacist to have a translator be on the call.

### **What happens after my medication review?**

We'll send you a list of your medications with information to help you when you talk with your doctors and authorized representative.

### **Why should I call?**

The program is already included in your plan, so there's no extra cost to you.

Optum Rx pharmacists are here to support – not replace – the care your doctor provides. They can answer questions and may help you save money on your medications.

## **Don't miss out on this great no-cost benefit.**

To opt out of the Medication Therapy Management program, call 1-877-299-7103, TTY 711 24 hours a day, 7 days a week, and provide the code 14474110.

This document and others if attached contain information from Optum Rx that is proprietary, confidential and/or may contain protected health information (PHI). We are required to safeguard PHI by applicable law. The information in this document is for the sole use of the person(s) or company named above. If you received this document by mistake, please know that sharing, copying, distributing or using information in this document is against the law. If you are not the intended recipient, please notify the sender immediately and return the document(s) by mail to Optum Rx, P.O. Box 2749, Shawnee Mission, KS 66201.

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## **Do you have unused expired medications and are looking for a safe way to dispose of them? Before you throw them away, here are some things you should know.**

### ***Here is how to safely dispose of unused or expired medications before they do harm:***

For safety reasons, unused or expired medications should be disposed of as soon as possible.

- Find a nearby pharmacy or other local resource with a medication take back service.
  - The US Drug Enforcement Administration (DEA) allows unused prescription medications to be returned to pharmacies or other authorized sites. You can locate participating locations at: <https://apps2.deadiversion.usdoj.gov/pubdispsearch/spring/main?execution=e1s1>
  - Community take back sites are the preferred method of disposing of unused controlled substances. Below are some drug take back programs near you:
    - DISPOSAL SITE NAME
    - DISPOSAL SITE ADDRESS
    - CITY, STATE ZIPCODE
  
    - DISPOSAL SITE NAME
    - DISPOSAL SITE ADDRESS
    - CITY, STATE ZIPCODE
  - Additional drug disposal information can be found on the DEA website at: [www.deatakeback.com](http://www.deatakeback.com)
- If you cannot get to a drug take back location promptly, or there is none near you:
  - Mix the unused supply with an undesirable substance such as dirt or coffee grounds.
  - Put the mixture into a disposable container with a lid, such as an empty margarine tub, or into a sealable bag, then place the sealed container in your trash.
  - Make sure to conceal or remove any personal information, including Rx number, on the empty containers by covering it with black permanent marker or duct tape, or by scratching it off to protect your privacy.
  - Place both the sealed container with the mixture and the empty drug containers in the trash.

- Only flush approved unused or expired medications down the toilet only if indicated on the label, patient information, or no other disposal options are available.

**More information on the safe disposal of medications can be found on the United States Department of Health and Human Services website:**

<https://www.hhs.gov/opioids/prevention/safely-dispose-drugs/index.html>

Proof

## **NOTICE OF NONDISCRIMINATION**

OptumRx®, Inc. complies with applicable civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity). We do not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

We provide free aids and services to help you communicate with us. You can ask for interpreters and/or for communications in other languages or formats such as large print. We also provide reasonable modifications for persons with disabilities.

If you need these services, call the toll-free number on your member ID card. (TTY **711**).

If you believe that we failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can send a complaint to the Civil Rights Coordinator:

Optum Civil Rights Coordinator  
1 Optum Circle  
Eden Prairie, MN 55344  
Optum\_Civil\_Rights@optum.com

If you need help filing a complaint, call the toll-free number **1-888-445-8745**. (TTY **711**).

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:

**Online:** [ocrportal.hhs.gov/ocr/portal/lobby.jsf](https://ocrportal.hhs.gov/ocr/portal/lobby.jsf)  
**Phone:** **1-800-368-1019, 1-800-537-7697 (TDD)**  
**Mail:** U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201

Complaint forms are available at [hhs.gov/ocr/complaints/index.html](https://hhs.gov/ocr/complaints/index.html).

This notice is available at [optum.com/en/language-assistance-nondiscrimination.html](https://optum.com/en/language-assistance-nondiscrimination.html).

This information is available in other formats like large print.  
To ask for another format, please call the telephone number  
listed on your member plan ID card.

## Notice of Availability of Language Assistance Services and Alternate Formats

**ATTENTION:** Free language assistance services and free communications in other formats, such as large print, are available to you. Call the toll-free number on your member identification card. TTY: 711

**ATENCIÓN:** Si habla **español (Spanish)**, hay servicios de asistencia de idiomas y comunicaciones en otros formatos como letra grande, sin cargo, a su disposición. Llame al número gratuito que figura en su tarjeta de identificación de miembro. TTY: 711

**ملاحظة:** إذا كنت تتحدث **اللغة العربية (Arabic)**، ستتوفر لك خدمات المساعدة اللغوية المجانية والمراسلات المجانية بتنسيقات أخرى، مثل الطباعة بأحرف كبيرة. اتصل بالرقم المجاني المدون على بطاقة تعريف العضو خاصتك.

**ចំណាំ:** ប្រសិនបើអ្នកនិយាយ**ភាសាខ្មែរ (Khmer)** សេវាជំនួយភាសាភាគតិចត្រូវបានផ្តល់ឱ្យដោយឥតគិតថ្លៃ។ ការទំនាក់ទំនងភាគតិចត្រូវបានផ្តល់ឱ្យដោយឥតគិតថ្លៃក្នុងទម្រង់ផ្សេងទៀត ដូចជាពុម្ពអក្សរធំ មានសម្រាប់អ្នក។ ទូរសព្ទមកលេខភាគតិចត្រូវបានផ្តល់នៅលើប័ណ្ណសម្គាល់សមាជិករបស់អ្នក។

**请注意：**如果您说**中文 (Chinese)**，我们可以为您提供免费语言协助服务以及大字印刷本等其他格式的免费通信。请致电您的会员身份卡上的免付费电话号码。

**請注意：**如果您說**中文 (Chinese)**，您可以獲得免費語言協助服務和大字體等其他格式的免費通訊。請致電您的會員身份卡上的免付費電話號碼。

**ATTENTION:** Si vous parlez **français (French)**, des services d'assistance linguistique et des communications dans d'autres formats, notamment en gros caractères, sont mis à votre disposition gratuitement. Appelez le numéro gratuit figurant sur votre carte de membre.

**ATANSYON:** Si w pale **Kreyòl Ayisyen (Haitian Creole)**, gen sèvis lang gratis ak komunikasyon nan lòt fòm la disponib, tankou sa ki enprime ak gwo lèt. Rele nimewo gratis ki sou kat idantifikasyon manm ou an.

**ACHTUNG:** Falls Sie **Deutsch (German)** sprechen, stehen Ihnen kostenlose Sprachassistentendienste und kostenlose Kommunikation in anderen Formaten, wie zum Beispiel große Schrift, zur Verfügung. Rufen Sie die gebührenfreie Nummer auf Ihrer Mitgliedskarte an.

**ध्यान दें:** यदि आप **हिंदी (Hindi)** बोलते हैं, तो आपके लिए मुफ्त भाषा सहायता सेवाएँ और अन्य प्रारूपों में मुफ्त संचार, जैसे कि बड़े प्रिंट, उपलब्ध हैं। अपने सदस्य पहचान पत्र पर दिए गए टोल-फ्री नंबर पर कॉल करें।

**LUS TSEEM CEEB:** Yog tias koj hais **lus Hmoob (Hmong)**, muaj cov kev pab cuam txhais lus thiab muaj kev sib txuas lus pab dawb ua lwm hom ntawv, xws li luam ua ntawv loj rau koj. Thov hu rau tus xov tooj hu dawb ntawm koj daim npav ID.

**ATENSION:** No agsasaoka iti **Ilocano (Ilocano)**, magun-odmo dagiti libre a serbisio ti tulong iti pagsasao ken libre a komunikasion iti dadduma a pormat, kas iti dadakkel a letra. Tawagan ti awan-bayadna a numero a masarakan iti kard a pakabigbigam kas miembro.

**ATTENZIONE:** se parla **italiano (Italian)**, può usufruire di servizi di assistenza linguistica gratuiti e comunicazioni gratuite in altri formati, come ad esempio la stampa a caratteri grandi. Chiami il numero verde riportato sul Suo tesserino identificativo.

**注意事項:** 日本語 (**Japanese**) を話される場合、無料の言語支援サービスや、拡大文字など他の形式での無料のコミュニケーションをご利用いただけます。会員証に記載されているフリーダイヤルにお電話ください。

**알림 사항:** 한국어(**Korean**)를 사용하시는 경우 무료 언어 지원 서비스와 대형 활자체 등 다른 형식으로 된 의사 소통 매체를 이용하실 수 있습니다. 회원 ID 카드에 나와 있는 무료 전화번호로 전화해 주십시오.

**BAA'ÁKONÍZIN: Diné (Navajo)** saad bee yánílti'go, t'áá jíík'eh saad bee áka'e'eyeed bee áka'anída'wo'í dóó nááná lahgo át'éego bee hadadilyaa bee ahxíl hane'í, díí nitsaago bee ak'eda'ashchínígíí, náhólǫ́. Bee atah nil'íní ninaaltsoos nitł'izí bee nééhoziní bąąh t'áá hiik'eh bee hane'í námboo bee hodíilnih.

**توجه:** اگر به زبان **فارسی (Farsi)** صحبت می‌کنید، خدمات رایگان کمک زبانی و ارتباطات رایگان در قالب‌های دیگر، مانند چاپ بزرگ، در دسترس شما هستند. با شماره رایگان مندرج روی کارت شناسایی عضویت‌تان تماس بگیرید.

**UWAGA:** Dla osób mówiących po **polsku (Polish)** dostępne są bezpłatne usługi pomocy językowej i bezpłatne komunikaty w innych formatach, takich jak duży druk. Prosimy zadzwonić pod bezpłatny numer podany na karcie identyfikacyjnej.

**ATENÇÃO:** se você fala **português (Portuguese)**, tem à sua disposição serviços gratuitos de assistência linguística e comunicações gratuitas em outros formatos, como caracteres grandes. Ligue para o número gratuito que se encontra no seu cartão de identificação de membro.

**ВНИМАНИЕ!** Если вы говорите на **русском языке (Russian)**, вам доступны бесплатные услуги языковой поддержки и бесплатные материалы в других форматах, например напечатанные крупным шрифтом. Звоните по бесплатному номеру телефона, указанному на вашей идентификационной карте участника.

**FIIRO GAAR AH:** Haddii aad ku hadasho **Soomaali (Somali)**, adeegyada taageerada luqadda bilaashka ah iyo isgaarsiino bilaash ah oo qaabab kale ah, sida far waaweyn, ayaa diyaar kuu ah. Ka wac lambarka wicitaanka bilaashka ah kaarkaaga aqoonsiga xubinta.

**PAUNAWA:** Kung nagsasalita ka ng **Tagalog (Tagalog)**, may makukuha kang mga libreng serbisyo ng tulong sa wika at libreng komunikasyon sa ibang mga format, tulad ng malalaking print. Tawagan ang walang bayad na numero na nasa iyong ID card ng miyembro.

**LƯU Ý:** Nếu quý vị nói **Tiếng Việt (Vietnamese)**, quý vị sẽ được cung cấp các dịch vụ hỗ trợ ngôn ngữ miễn phí và các phương tiện trao đổi liên lạc miễn phí ở các định dạng khác, chẳng hạn như bản in chữ lớn. Gọi đến số điện thoại miễn phí có trên thẻ định danh thành viên của quý vị.

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