

Starting your prescription drug coverage: Questions and answers

Does Mass General Brigham Health Plan provide prescription drug coverage?

Yes. Your plan comes with coverage for prescription medications to provide you and your doctors with a wide variety of safe and effective medication choices to meet your needs. We partner with Optum Rx®, one of the nation's largest pharmacy benefit managers to manage pharmacy benefits for our members.

Where can I fill my prescriptions?

Members can fill prescription medications at any pharmacy in our national network which includes most major chains like CVS Pharmacy®, Walgreens® and Rite Aid®, as well as grocery store and independent pharmacies across the United States. You can [visit our pharmacy locator](#) to search for participating pharmacies near you.

You can also use Optum® Home Delivery for convenient delivery to your home. See more information on how to set up your account below.

Is my pharmacy benefit available across the U.S.?

Your pharmacy benefit is available in all 50 states. You can fill your prescriptions at any participating pharmacy in our nationwide network.

How much will I pay for my prescriptions?

The pharmacy benefit places all covered drugs into tiers. Each tier has a level of cost sharing. Cost sharing is the amount you have to pay for your medical services, medications, or equipment. Check your pharmacy benefit plan information for specifics on your cost sharing for each tier.

To search the drug list and get tier information, [visit our pharmacy page](#) and select your benefit option.

What steps can I take to ensure the transition of my medications to my new plan?

First, it's a good idea to ensure you have refilled your prescriptions before the end of your current plan year. When your new coverage is effective, simply go to your pharmacy as you normally would when you need a refill or new prescription and present your Mass General Brigham Health Plan ID card to ensure they have that plan information to best serve you. They also may already have that information in their system.

I take a medication for my condition and had to work with my insurance company previously to get approval for it. What do I do in this case?

We're here to help! Our Customer Service team will work with you and your providers, so you can access any medically necessary services, including prescriptions. For example, we can help ensure you get what you need for medical services you have planned like surgeries, injections, or infusions.

You can access these transition of care services before your coverage begins to make sure you have everything in place when you need it. Just fill out a [Transition of Care form](#) and return it to us by email, mail, or fax.

Once your coverage is effective, we have other services in place should you need them:

If you fill your medication with the pharmacy, you can fill up to a 30-day supply within 90 days of being a member. This excludes new-to-market medications, starting doses, compounds, quantity limits, plan exclusions, specialty pharmacy designations, and acute use medications (e.g., antibiotics).

After that first fill, an approval called a prior authorization from your provider may be required for any future fills. You and your provider will be sent a letter advising on next steps.

Can I get my prescriptions delivered?

If you take medication regularly, you could save time and money with Optum Home Delivery. You can order up to a 3-month supply for most maintenance medications with free standard shipping.

Can I use home delivery for any medication?

You can use home delivery for long-term medications, which are those you take on a regular basis. Long-term medications may be taken for high blood pressure, cholesterol, and depression, just to name a few. See which of your prescriptions can be filled through home delivery by visiting the [Optumrx.com](https://www.optumrx.com) website or using the app.

Do I need to set up a home delivery account? How?

Yes. You can set up your Optum Home Delivery account once you are active with the plan. You can visit the [Optumrx.com](https://www.optumrx.com) website or access Optum Rx through your secure member portal at Member.MGBHP.org once your coverage is effective.

You will need:

- Your health plan member ID number (from your health plan ID card)
- Shipping address

Once you are active with the plan, you can also find your member ID from your digital ID card which you can access at your Member Portal at Member.MGBHP.org

The account can be set up without a prescription. When a prescription (new or refill) is received, it can be added to your member profile.

You can also provide your preferred payment method. (You can pay by credit or debit card, HSA or FSA card, or ACH check-by-phone.) Optum Home Delivery has flexible payment options. You can choose to pay in full or pay in three equal installments over the course of three months. Using your account, you can go online or use the app to place and track orders, check prices, and more.

I had mail order and delivery set up under my old plan.

Can I transition my account to Mass General Brigham Health Plan?

You will need to set up a new account using your new member information using the instructions above.



How will I order my prescriptions from Optum Home Delivery?

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

- Go online to **Optumrx.com**
- Download the **Optum Rx app**
- Contact Optum by **phone** using the toll-free number on your member ID card
- Work with your doctor for **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.

Note: You also can access Optum Rx through your secure member portal at Member.MGBHP.org once your coverage is effective.

Once I've enrolled in home delivery, how long will it take to get my medication(s)?

Medications should arrive within five business days after Optum Rx receives the complete order.

Can I set up medication reminders?

Yes. Go online to Optumrx.com or use the app to check your profile and turn on email and phone notifications and reminders.

How does the automatic refill program work?

Go online to Optumrx.com or use the app to see and enroll all eligible medications. Then, Optum Rx will send your refills when it's time. You will be notified before they're shipped and Optum Rx will use your approved payment method on file.

Do I have access to a specialty pharmacy?

Optum® Specialty Pharmacy can be your specialty pharmacy. Optum Specialty Pharmacy can fill prescriptions and provide 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

How can I learn more about specialty services?

- Once your coverage is effective, 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**.

