

Frequently asked questions about your pharmacy benefits with OptumRx

Contact Information:

Online: optumrx.com/calpers

Mobile app for Basic Members: **OptumRx**

Basic Member Phone: **1-855-505-8110**

Medicare/Part D Member Phone: **1-855-505-8106**

General questions

Who is OptumRx?

OptumRx is 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.

How can I find a network pharmacy?

You have access to the OptumRx[®] home delivery pharmacy and a large network of retail pharmacies, including large national chains and many local pharmacies. To locate network pharmacies in your area, use the OptumRx app. Visit optumrx.com/calpers or call **1-855-505-8110**.

How do I fill my prescription at a retail pharmacy?

Choose a pharmacy in your plan's network and present your member ID card at the pharmacy counter.

How do I know if the medication prescribed by my doctor is covered by OptumRx?

To learn if your medication is covered, check your plan's formulary or list of covered medications online. You can also find out if there are any medication exclusions, or if your medication requires prior authorization or step therapy, which may affect how medications are covered.



