

# Frequently asked questions about your pharmacy benefits with OptumRx

## Contact Information:

Online: [optumrx.com/calpers](https://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<sup>®</sup> 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](https://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.



## What is 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

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### What are the advantages of using OptumRx home delivery?

OptumRx home delivery is a convenient and cost-effective 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, by phone, or mail.
- OptumRx fills your order, ships it to you, and lets you know when to expect your delivery.

### 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.

## How do I order my prescriptions from OptumRx home delivery?

There are 4 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 [optumrx.com/calpers](https://www.optumrx.com/calpers). Then complete and mail it to OptumRx with your prescription

## Can I manage my home delivery prescriptions online?

Yes, you are 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 Optum Specialty Pharmacy?

Optum Specialty Pharmacy offers specialty medication support. Our patient care coordinators and pharmacists are highly trained to understand your special therapy needs.

### Why should I use Optum Specialty Pharmacy?

When Optum Specialty Pharmacy 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 Optum Specialty Pharmacy?

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

### Who can I call if I have specialty pharmacy questions?

You can call Optum Specialty Pharmacy at **1-855-821-7217**.



## Preferred90 Program

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### Are all medications included in Preferred90 Program?

No. This program only applies to certain maintenance medications taken on an ongoing basis. Excluded are medications that are taken for a short period of time (such as antibiotics), select controlled substances or medications included in the specialty pharmacy program.

### What happens if I do nothing with my current maintenance medication?

You will need to switch to a 90-day fill, or you may pay more for your medication(s).

### How do I get started with Preferred90 Program?

Call the number on the back of your member ID card, any time. We will help transfer your medication to OptumRx home delivery.

If you wish to use a retail pharmacy, just ask your pharmacy if they can fill your medication for a 90-day supply.

## More information

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Visit [optumrx.com/calpers](https://optumrx.com/calpers)



Call OptumRx at the appropriate toll-free phone number:

Medicare/Part D member phone:  
**1-855-505-8106, TTY 711**

Basic member phone:  
**1-855-505-8110, TTY 711**



[optumrx.com/calpers](https://optumrx.com/calpers)

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