

# Frequently Asked Questions

## OptumRx

### 1. Who is OptumRx?

OptumRx is a UnitedHealth Group company, offering high quality pharmacy benefit services. You can be confident that your prescription claims will be processed quickly and accurately. You will also enjoy additional advantages, such as an easy online experience, option to set up mobile text refill reminders, superior customer service and access to the OptumRx® Mail Service Pharmacy.

## Health Plan ID Card

### 2. Will I receive a new health plan ID card before the move to OptumRx?

Yes, in the next few weeks, you'll get a new health plan ID card with OptumRx information on it. The new card will not be valid until you've moved to OptumRx on October 1, 2013. Please keep and use your current card until that date. You can dispose of your old health plan ID card when the new card becomes effective. Remember to share your new health plan ID card at the pharmacy and next doctor visit. This will help prevent future billing issues and ensure your updated information is on file.

### 3. What if I've moved to OptumRx and haven't yet received my new health plan ID card?

A new health plan ID card can be requested by calling the member number listed on the back of your old health plan ID card.

## Pharmacies

### 4. Can I go to the same retail pharmacy?

Yes. The retail pharmacies available through your health plan will not change.

## Cost

### 5. Will the price of my medication change?

Some members may experience a change. For example, medication prices may vary between pharmacies. You may see a difference if you or your employer recently selected a new benefit plan. Additionally, if you haven't yet met your deductible and you're paying out of pocket for your medication, you may see a cost increase or decrease between fills.

## Benefit Changes

### 6. Will my benefits change as a result of the move to OptumRx?

We anticipate there will be no change to your benefit coverage as a result of the move to OptumRx. Your employer may choose to update benefit plans during Open Enrollment. Additionally, as part of your pharmacy benefit plan, Prescription Drug List (PDL) updates generally occur once or twice a year, depending on the plan. Any PDL or health and pharmacy benefit changes made during open enrollment are separate and not related to the move to OptumRx.

## Prior Authorization

### 7. My medication requires Prior Authorization. Will I need to go through this process again?

As long as your authorization has not expired, you will not need to go through the process again when you move to OptumRx. Before your coverage approval expires, please ask your doctor to call **(800) 443-8197** to renew your authorization. You can find the expiration date in your original authorization letter.

## Website

### 8. Will I be able to see my prescription information online?

Yes, you can still access your prescription and mail service information online. Once you've moved to OptumRx on October 1, 2013, go to **optumrx.com**. Please note you will need to complete a one-time registration to view your prescription information and log in each time you enter the OptumRx site. You can quickly view your medications, check status and refill mail service prescriptions. You will also see transferred mail service prescriptions that may be eligible for refills. Placing an online refill order is easy. You simply need to provide a payment method during the checkout process. You can also set up refill reminders to send to your mobile phone. If you are on the **healthplanofnevada.com** or **sierrahealthandlife.com** website, you can find the OptumRx site and general prescription information by clicking the Prescription Drug Lists quick access link.



**9. How can I view my dependent(s) or spouse's pharmacy benefit online?**

After you move to OptumRx, you can go to [optumrx.com](http://optumrx.com) to view and manage all your dependents' information under the age of 13. On the left side of the page, you can select your dependent's account by using the View Accounts drop-down box. In order to protect the privacy and personal health information of members, OptumRx has adopted a process for you to request permission to access your dependent(s) (age 13 and older) or spouse's prescription information. To set up access, your covered dependent or spouse will need to go to [optumrx.com](http://optumrx.com). Click on the My Account tab and follow the steps under Household/Caregiver Access. If you are on the [healthplanofnevada.com](http://healthplanofnevada.com) or [sierrahealthandlife.com](http://sierrahealthandlife.com) website, you can find the OptumRx site and general prescription information by clicking the Prescription Drug Lists quick access link.

## Mail Service

**10. Will my mail service prescription(s) transfer to OptumRx?**

Most mail service prescriptions with remaining refills will automatically transfer. Prescriptions for certain medications, like painkillers, will not transfer. In this case, you'll receive a letter from us. Prescriptions that do not transfer, including expired prescriptions, will require a new prescription from your doctor. OptumRx will contact you via phone or mail when it's time to process your refill order.

**11. What if there are no more refills for my medication?**

You'll need a new prescription if there are no more refills for your medication. You can contact your doctor for a new prescription. Or, when you've moved to OptumRx, we can work directly with your doctor.

**12. Once I place a mail service order, how quickly will I get my medication?**

New and transferred prescription orders will arrive around 10 business days from the date OptumRx receives the order. Refills are sent the same way and normally arrive within seven business days of OptumRx receiving your order. If you have an email address on file, you can expect to receive an email when your prescription ships. If you don't have an email address on file, you'll receive a phone call.

**13. Will my medication look different?**

Brand medications will look the same as your current prescription. Generics may look different, as OptumRx may use a different manufacturer for some medications. You can rest assured that U.S. Food and Drug Administration (FDA) approved generic medications are required to be the same strength and follow the same quality standards. OptumRx registered pharmacists are available to answer questions about your medications Monday through Friday, 8 a.m. to 5 p.m, Pacific Time.

**14. How do I refill an existing mail service prescription that was transferred to OptumRx?**

Once you've moved to OptumRx on October 1, 2013, you can refill an existing mail service prescription in one of the following ways:

- **Online:** Go to [optumrx.com](http://optumrx.com).
- **Mail:** Mail in your prescription with a completed order form. This form can be found by visiting [optumrx.com](http://optumrx.com).
- **Phone:** Call the member phone number listed on the back of your health plan ID card for the OptumRx® Mail Service Pharmacy.

You will need to confirm your new payment method with OptumRx. You can do this when OptumRx contacts you via phone or mail prior to your first fill. Or, once you've moved to OptumRx, you can go to [optumrx.com](http://optumrx.com) to place an online order for transferred mail service prescriptions ready for refill and provide a payment method during the checkout process. If you are already on the [healthplanofnevada.com](http://healthplanofnevada.com) or [sierrahealthandlife.com](http://sierrahealthandlife.com) website, you can find the OptumRx site and general prescription information by clicking the Prescription Drug Lists quick access link. Also, please note that pharmacists by law must validate prescriptions transferring from Medco, an Express Scripts company, to OptumRx. Both of these actions will take place before the prescription is filled.

**15. How do I order a new prescription through mail service?**

There are several ways you can place a new mail service order once you've moved to OptumRx:

- **Online:** Go to [optumrx.com](http://optumrx.com).
- **Mail:** Mail in your prescription with a completed order form. This form can be found by visiting [optumrx.com](http://optumrx.com).
- **Phone:** Call the member phone number listed on the back of your health plan ID card for the OptumRx Mail Service Pharmacy.
- **Your doctor** can also fax, speak to a pharmacist or e-prescribe a new order for you.

**16. What are the advantages of using mail service?**

Many members use mail service for the convenience, safety and savings. Medications are delivered directly to your home, which means fewer trips to the pharmacy. You will receive a three-month supply, which may save you money. Registered pharmacists are available to answer questions about your medications Monday through Friday, 8 a.m. to 5 p.m, Pacific Time. And you can feel confident in OptumRx's 99.99% mail service accuracy rate. All prescriptions go through multiple checks by licensed pharmacists and technicians, and are screened for potential harmful interactions with other medications on file. To learn more about mail service, go to [optumrx.com](http://optumrx.com). If you are on the [healthplanofnevada.com](http://healthplanofnevada.com) or [sierrahealthandlife.com](http://sierrahealthandlife.com) website, you can find the OptumRx site and general prescription information by clicking the Prescription Drug Lists quick access link.

**17. What happens if I currently use Medco's Extended Payment Plan for mail service?**

You are responsible for any outstanding payments to Medco. Payments will be billed to the credit card on file with Medco in the same 30-day increments until they are paid in full. Your balance will not transfer.

**18. I use Medco's Worry Free Fill program (auto refill) for my mail service prescriptions. What will happen to these prescriptions?**

If you use the Medco Worry Free Fill program, you will have an additional letter in the enclosed material confirming that your enrollment in the program is ending and letting you know how to enroll in the new OptumRx automatic refill program, Hassle-Free Fill<sup>SM</sup>. To continue receiving automatic refills, you will need to enroll all your eligible mail service prescriptions in the Hassle-Free Fill program with OptumRx. You can enroll in two ways:

1. Call the member number listed on the back of your health plan ID card beginning October 1, 2013.
2. Wait for OptumRx to contact you via phone or mail 2-3 weeks prior to your first refill date and enroll at that time.

## Specialty

**19. I receive a specialty medication through the OptumRx Specialty Pharmacy. How does this impact me? Do I need to take any action?**

No, you do not need to take action. There are no changes to your benefits or services as a result of the move to OptumRx. Please continue to order your specialty prescriptions from OptumRx by calling **1-888-739-5820**.

## Customer Service

**20. What happens if my question is not answered here?**

For added convenience, you have access to one phone number for both your medical and pharmacy questions. If this FAQ has not answered your question, simply call customer service at the member phone number listed on the back of your health plan ID card. Please look carefully, as there are several phone numbers listed. Call the "Member Services" phone number provided.



HEALTH PLAN OF NEVADA

A UnitedHealthcare Company



SIERRA HEALTH AND LIFE

A UnitedHealthcare Company

**Please note:** If you are covered by Sierra Health and Life or Health Plan of Nevada for your pharmacy coverage as of October 1, 2013, this letter applies to you. If you are no longer covered by Sierra Health and Life or Health Plan of Nevada as of that date, you can disregard this communication. Additionally, if the pharmacy claim information on your new health plan ID card differs from your Certificate of Coverage or Outpatient Prescription Drug Rider, the health plan ID card should be considered the most current and factual information.