

# INTRODUCING YOUR NEW HOME-DELIVERY PHARMACY

Beginning Jan. 1, 2020, OptumRx Home Delivery will be your health plan's new mail-service pharmacy. OptumRx Home Delivery is a division of OptumRx, an independent company that provides pharmacy benefit management services on behalf of your health plan.

**Here are the answers to some questions you may have about the transition.**

## **What will happen to my existing mail-service prescriptions?**

Most existing prescriptions will automatically transfer from your plan's former mail-service pharmacy. Some prescriptions will not transfer, such as compounds, controlled substances and prescriptions with no refills left. In these cases, you will need to get a new prescription from your doctor and start the process of using mail service.

## **How do I begin using my new home-delivery service?**

Although most prescriptions will be transferred, you will need to set up a profile. You can do so beginning Dec. 2, 2019. Just call 855-811-2218 and make sure to have this information available:

- ◆ Your member ID number
- ◆ The name of your drug
- ◆ Your doctor's name and phone number
- ◆ The shipping address for your prescriptions
- ◆ Your payment information (this will not transfer from the previous mail-service pharmacy)

## **How can I make sure I don't run out of my drugs during the transition?**

Get prescriptions for your mail-service drugs filled as late in the year as possible. If you need a refill in January, make sure to get set up with the new mail-service pharmacy, including information about when you will need your new prescription.

## **How do I get refills?**

After Jan. 1, 2020, you can request refills online by logging in to My Health Toolkit® on your health plan's website. Go to Benefits at the top of the page and choose "Mail Service" in the Prescription Drug section. The first time you try to go to the prescription drug benefit website, you will need to sign in to create an account. After that, you will be taken to this website automatically. You can also request your refills by phone or by mail. You can even have your prescriptions refilled automatically if you sign up for this service.

## **What if my mail-service prescription doesn't have any refills left?**

If there are no refills available, you can ask the new home-delivery service to call your doctor for authorization to refill your prescription. Your doctor may need to provide a new prescription. If so, he or she can call it in or submit it directly to the new service electronically with ePrescribe. You can also mail in a paper copy of your new prescription. You can find a mail-service order form to download on your health plan's website.

## **Where can I learn more?**

You can learn more about this change by visiting the website listed on your member ID card. If you still have questions, please call Customer Service at the number on the back of your member ID card.

