

Frequently asked questions about transitioning to OptumRx

Before plan moves

Online: castiarx.com

Phone: **1-800-311-7517**

After plan moves

Effective date: **June 1, 2020**

Online: optumrx.com

Phone: **1-800-311-7517**

App for your smartphone: **OptumRx**

General questions

Who is OptumRx?

OptumRx will be your plan's pharmacy benefit services manager. Our commitment is to help you get the most out of your prescription medication benefit. We provide safe, easy and cost-effective ways for you to get the medication you need.

With OptumRx, can I continue to go to the same pharmacy?

You can continue using your current retail pharmacy. If you currently use CastiaRx you will need to sign up for OptumRx[®] home delivery.

Will I receive a new pharmacy ID card?

No, you may continue to use your current member ID card. Use the number on the back of your card to contact CastiaRx customer service for any questions you may have.

How will I fill my prescriptions at a retail pharmacy?

You may select a pharmacy in your plan's network and show your member ID card at the pharmacy counter.

Will the medication I'm currently taking be covered with OptumRx?

There will be no change to your current medication coverage. If you have questions about any new medications, check your plan's formulary (list of covered medications) online.



What information does the formulary include?

The formulary is a list of commonly prescribed medications. It also:

- Identifies medications for certain conditions and organizes them into cost levels called tiers
- Lets you know if any medications require prior authorization or step therapy, which may affect how they are covered and how much they will cost
- Includes information about medications that may have quantity/supply limits or are considered a specialty medication

To learn if your medication is covered, check your formulary online. You can also find out if you need to do anything before filling your prescriptions.

Home Delivery

How does OptumRx home delivery work?

- After **June 1, 2020**, go to **optumrx.com** to sign up for home delivery.
- Home delivery lets you order up to a 3-month supply of medications you take regularly.
- You can 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.

What are the advantages of using OptumRx home delivery?

OptumRx home delivery is a convenient and cost-effective option for medications you take regularly.

- Eligible medications will be delivered directly to your door, which means fewer trips to the pharmacy.
- You will get up to a 3-month supply, which may save you money.
- Pharmacists will be available by phone 24 hours a day, 7 days a week to answer questions.

Will my current home delivery prescription(s) transfer to OptumRx?

Most home delivery prescriptions with valid refills remaining will transfer to OptumRx. But prescriptions for some medications like controlled substances and ones that have expired will not transfer. In these cases, you'll need a new 90-day prescription from your doctor.

Will my home delivery billing information also transfer to OptumRx?

To keep personal information safe, payment information cannot be shared between pharmacies. Before we can ship your first home delivery order, you will need to provide your preferred payment method to OptumRx, as well as your shipping address.

How will I order my prescriptions from OptumRx home delivery?

Once your coverage begins, there are 4 ways to place a home delivery order:



By e-prescribe. Your doctor can send an electronic prescription to OptumRx. Prescriptions for controlled substances, such as opioids, can only be ordered by ePrescribe*.



Go online. Visit [optumrx.com](https://www.optumrx.com).



By mobile app. Open the OptumRx app, which you can download from the Apple® App Store® or Google Play™.



By phone. Call our Pharmacy Help Desk at 1-800-311-7517.

Once I place a home delivery order, how quickly will I get my medication?

New and refill prescription orders will arrive within 5 days from the date OptumRx receives the completed order.

I currently use home delivery. What can I do to prepare for the transition to OptumRx?

Make sure you have enough medication to last for one month after your plan moves to OptumRx.

Will I be able to manage my home delivery prescriptions online?

Yes. After your plan moves to OptumRx, you will be able to access your prescription and home delivery information online or through the mobile app. You will also be able to check order status, place prescription orders and set up convenient automatic refills.

Specialty pharmacy

Will there be any changes to my specialty pharmacy services?

There will be no change to the pharmacy you use for your specialty medications at this time. There is no change to how you fill your prescribed specialty medication each month. We will let you know if there are changes to your specialty pharmacy service.

* This update does not apply to providers in Alaska, Guam, Puerto Rico or the U.S. Virgin Islands.

Questions? After coverage



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



Call CastiaRx toll-free at **1-800-311-7517**



OptumRx is a pharmacy care services company helping clients and more than 65 million members achieve better health outcomes and lower overall costs through innovative prescription drug benefits services.

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