



FREQUENTLY ASKED QUESTIONS

Introducing Optum Rx

1. Who is Optum Rx?

Optum Rx is a full-service prescription drug benefit provider with a broad network of retail chain and independent pharmacies, Optum® Specialty Pharmacy, and a mail service pharmacy through Optum® Home Delivery.

Optum Rx Retail Program

2. How can I find a network pharmacy?

Go to www.HealthSelectRx.com and click on the **Find a Network Pharmacy** tool link, or call a customer care representative toll-free at **(855) 828-9834 (TTY: 711)**.

3. Will I be required to pay more for my prescriptions if I do not select a network pharmacy?

Yes, if you have your medication filled at an out-of-network pharmacy, HealthSelect of Texas® participants pay the applicable copayment plus an additional 40% coinsurance. Consumer Directed HealthSelectSM participants pay 40% coinsurance for medications filled at out-of-network pharmacies instead of 20% coinsurance for in-network pharmacies after the annual deductible is met. If your pharmacy is currently not in the Optum Rx network, you may want to check back with us periodically to see if it is added at a later date.

4. How can I estimate the cost of my drug?

To get an estimate of your prescription drug costs, visit www.HealthSelectRx.com and click on the **Drug Pricing Tool**. You can also call a customer care representative toll-free at **(855) 828-9834 (TTY: 711)**.

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5. Can I get more than a 30-day supply of a medication at a network pharmacy?

Yes, Optum Rx has an Extended Days' Supply (EDS) network where you will be able to fill more than a 30-day supply of a maintenance medication at a retail pharmacy. To find a list of network EDS pharmacies, visit www.HealthSelectRx.com and click on EDS Pharmacy List under Your Pharmacy Network.

6. Will I pay more for my maintenance medications if I do not select an EDS pharmacy?

Possibly. If you have your maintenance medications filled at a pharmacy that is not in the EDS network, you may pay more for your medications. Participants in HealthSelect of Texas Prescription Drug Program will have a retail maintenance fee for Tier 2 and Tier 3 maintenance medications filled at a non-EDS pharmacy. You can easily find nearby network EDS pharmacies by using the **Find a Network Pharmacy** tool and checking Extended Days' Supply (EDS) Pharmacy box at www.HealthSelectRx.com or call a customer care representative toll-free at **(855) 828-9834 (TTY: 711)**.

Optum Home Delivery

7. How does mail service work?

Order up to a 90-day supply of medications you take regularly. You can submit your order via phone, mail, online or through the Optum Rx app. Additionally, your physician can electronically submit your prescription to Optum Rx. Optum Rx fills your order and mails it to you within seven days of placing the order. Optum Rx will notify you if there will be a delay in delivering your order.

8. Can I set up automatic refills for my mail service medications?

Yes. You will have the option to enroll in automatic refills for eligible medications. This program automatically mails your selected prescriptions to you as long as you have an active prescription, a form of payment and address indicated in your profile. Some medications may not be eligible for automatic refills. For details, please visit optumrx.com and select **My Prescriptions**.

W9. What if I want to have my prescription delivered to a different address?

Contact Optum Rx toll-free at **(855) 828-9834 (TTY: 711)** to change the shipping address for a mail service medication. You can also visit optumrx.com and select **My Prescriptions**. Additionally, you can store multiple addresses in your profile; this allows you to modify your preferred shipping location for each refill by simply checking a box.

10. What are the advantages of using Optum Home Delivery?

Many participants find mail service to be a convenient, cost-effective and safe option for prescription medications they take regularly.

- Medications are delivered directly to your mailbox, meaning fewer trips to the pharmacy.
- You can receive up to a 90-day supply of medication, saving money on copays.
- Pharmacists are available by phone 24 hours a day, 7 days a week to answer questions.
- You can opt into receiving automatic medication and refill reminders.

To learn more, visit optumrx.com and select **My Prescriptions**.

11. How do I order my prescriptions from Optum Home Delivery?

You have four ways to place a mail service order:

- **Online.** Visit optumrx.com or open the Optum Rx app
- **On the phone.** Call the toll-free number at **(855) 828-9834 (TTY: 711)**
- **Via mail.** Download a form from www.HealthSelectRx.com, then complete and mail with your prescription
- **Via ePrescribe.** Your doctor can send an electronic prescription to Optum Rx

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

New prescription orders are delivered by standard U.S. mail and will arrive within seven business days from the date Optum Rx receives the order. Refills normally arrive within four business days.

Optum Rx Prescription Drug List (PDL)/Formulary

13. How do I know if the medication I am currently taking will be covered with Optum Rx?

To learn if your medication is covered, check your plan's PDL/formulary online at www.HealthSelectRx.com. You can also find out what you may need to do before ordering it.

14. Will my medication cost or coverage ever change?

Possibly. Employees Retirement System of Texas works with Optum Rx to review the PDL/formulary based on the availability of generics and clinically effective alternatives.

Your coverage could change for several reasons, including:

- The pharmaceutical manufacturer may adjust the drug price.
- The formulary may move the drug to a higher-cost level as generics or lower-cost options are available. Additionally, the formulary may move the drug to a lower-cost level when it's appropriate.
- Medications may become excluded by the plan.
- You may be required to go through a prior authorization approval process before your medication will be covered.
- You may be required to try other lower-cost medications first before a brand-name medication will be covered. This is called step therapy.
- Medications may have quantity limits, which means they may only be dispensed in certain quantities. Any quantity filled above the quantity limit would not be covered by your plan.

Optum Rx will notify you in writing if your medication will no longer be covered; will be subject to prior authorization, step therapy or quantity limits; or if your medication will be moving to a higher tier.

15. What do I need to do if my medication requires prior authorization?

Your doctor will need to submit a request to Optum Rx to confirm that your medication is clinically appropriate for you. Please call **(855) 828-9834 (TTY: 711)** for questions on this process.

Specialty Pharmacy

16. I am currently taking a specialty medication; do I need to transfer to the Optum Specialty Pharmacy?

You may choose to have your specialty medication transferred to the specialty pharmacy of your choice, including Optum Specialty Pharmacy. Call an Optum Specialty Pharmacy representative at **(877) 615-6636** to enroll. Our patient care coordinators will guide you through the process. You can also register online at www.specialty.optumrx.com. After you submit the form, Optum Specialty Pharmacy will contact your doctor and take care of everything else.

If you want to continue to use your current specialty pharmacy, you will want to check and make sure they are in-network with Optum Rx. To locate a list of Optum Rx network pharmacies, go to www.HealthSelectRx.com and click on **Find a Network Pharmacy**. You can also make sure your specialty medication is covered by Optum Rx and get an estimate of the cost for your medication by going to www.HealthSelectRx.com and clicking on **Drug Pricing Tool**. You can also check with your customer care representative at the number above to confirm if your current specialty pharmacy is in-network, check the coverage and get an estimated cost for your drug.

17. Why should I use Optum Specialty Pharmacy?

With Optum Specialty Pharmacy, you don't have to worry about filling specialty medications at any other locations, 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.

Questions

Who can I talk to if I have more questions?

For more information, call a customer care representative toll-free at **(855) 828-9834 (TTY: 711)** or visit www.HealthSelectRx.com.



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