

Prescription drug program Medicaid Direct Member Reimbursement Form

Use this form to get refunded if you paid retail cost for your covered prescription drug(s).

You can submit this form for any of these reasons:

- You're a new member and didn't have your prescription ID card.
- Your pharmacy couldn't find your information in the pharmacy system.
- You were discharged from an inpatient facility after service hours.
- Your primary insurance has already paid for the attached prescription (Coordination of Benefits).
- You had an emergency outside of where you live and didn't have your prescription ID card (Provide proof of Urgent Care or Emergency Room Explanation of Benefits).

Read carefully before mailing your completed form.

- You must include the original prescription label receipt(s) and credit card or cash register receipts as proof of purchase.
- Submitting this form doesn't guarantee that you will get paid back.
- Claims will be subject to limitations, exclusions and other provisions of the Plan Benefit.
- Any refund or mailings will be sent to the primary plan member.
- The claim(s) will be returned if the form is not completed and signed by the plan member.

Your receipt(s) must have the following information:

- Pharmacy name
- Drug name, strength and quantity
- Prescribing doctor's name
- Prescription number and date filled
- The amount the member paid for the prescription(s)
- If we can't read your receipts, your payment could be delayed, or you may not get paid back.

Mail the completed form and receipt(s) to:

Optum Rx
P.O. Box 650334
Dallas, TX 75265-0334

Questions?

Call the toll-free Member Services number on your member ID card.

Member information (Please print)

Health plan (insurance) name	Member ID	Date of birth
Last name, First name, MI		
Mailing address		
Prescribing doctor's name	Prescribing doctor's phone number	

Reason for request (At least one reason must be selected)

- I'm a new member and didn't have my prescription ID card.
- My pharmacy couldn't find my information in the pharmacy system.
- I was discharged from an inpatient facility after service hours.
- I had an emergency outside of where I live and didn't have my prescription ID card
(Provide proof of Urgent Care or Emergency Room Explanation of Benefits).
- My primary insurance has already paid for the attached prescription (See Coordination of Benefits section below).

Coordination of Benefits

Only fill out this section if your primary insurance has already paid for the attached prescription.

Primary health plan/Insurance company	
Primary member name (Last name, First name, MI)	
Primary member ID	Date

By signing this form I'm confirming that:

- The member for whom this claim is made is covered by this prescription drug program.
- This prescription is only for the named member.
- The claims I submitted for payment aren't eligible for payment under a no-fault automobile or workers' compensation insurance program.
- I authorize the release of all information for this claim to the plan administrator, underwriter, sponsored policy holder and/or employer.

Signature	Date
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Please keep a copy of this form and receipts for your records.

We provide services at no cost to help you communicate with us. Such as, letters in other languages or large print, auxiliary aids and services, or you can ask for an interpreter. To ask for help, please call **1-800-895-2017** (TTY 711) from 7 a.m. to 7 p.m. EST Monday through Friday. (voicemail available 24 hours per day/7 days a week).

Ofrecemos servicios gratuitos para ayudarle a comunicarse con nosotros, como cartas en otros idiomas o en letra grande, ayuda y servicios auxiliares, o bien puede solicitar un intérprete. Para solicitar ayuda, llame al **1-800-895-2017 (TTY 711)**, de 7 a. m. a 7 p. m., hora del este, de lunes a viernes (correo de voz disponible las 24 horas del día, los 7 días de la semana).

نحن نقدم لك خدمات مجانية لمساعدتك على التواصل معنا؛ مثل، توفير الخطابات بلغات أخرى أو بحروف كبيرة، أو المساعدات والخدمات المساعدة، أو يمكن لك أن تطلب الاستعانة بمترجم فوري. لطلب المساعدة، اتصل على الرقم **1-800-895-2017 (الهاتف النصي 711)** من الساعة 7:00 صباحًا إلى 7:00 مساءً بتوقيت شرق الولايات المتحدة من يوم الإثنين حتى الجمعة. (تتوفر خدمة البريد الصوتي على مدار الساعة وطوال أيام الأسبوع).

Waxaan bixinaa adeegyo aan lacag ku fadhin si aan kaaga caawino inaad nala soo xiriirtid inaga. Sida, waraaqo ku qoran luqado kale ama daabacan, kaaliyeyasha iyo adeegyada naafada, ama waxaad codsan kartaa turjubaan. Si aad u codsato caawimaad, fadlan wac **1-800-895-2017 (TTY 711)** laga bilaabo 7 subaxnimo ilaa 7 galabnimo. Isniinta ilaa Jimcaha Waqtiga Caadiga ee Bariga (EST) (fariin codeedka waxaa la heli karaa 24 saacadood maalintiiba/7 maalmood Isbuuciiba).

हामीसँग सञ्चार/सम्पर्क गर्नमा मद्दत पुऱ्याउन हामी तपाईंलाई निःशुल्क सेवाहरू प्रदान गर्छौं। जस्तै, अन्य भाषामा वा ठूला अक्षरमा छापिएका पत्रहरू, सहायक सामग्री तथा सेवाहरू वा तपाईंले दोभाषेको लागि अनुरोध गर्न सक्नुहुन्छ। सहयोग माग्नुका लागि, कृपया सोमबारदेखि शुक्रबार बिहान 7 बजेदेखि साँझ 7 बजेसम्म **1-800-895-2017 (TTY 711)** मा फोन गर्नुहोस् (भवाइसमेल दिनमा 24 घण्टा/हप्तामा 7 दिन नै उपलब्ध छ)।