



# FREQUENTLY ASKED QUESTIONS

## Introducing OptumRx

### 1. Who is OptumRx?

OptumRx<sup>®</sup> is a full-service prescription drug benefit provider with a broad network of retail chain and independent pharmacies, a mail service pharmacy through OptumRx Home Delivery, and a specialty pharmacy (BriovaRx<sup>®</sup>). OptumRx is a wholly owned division of UnitedHealth Group<sup>®</sup>, and a sister company to UnitedHealthcare<sup>®</sup>, which administers your medical benefits.

## Using My Prescription Drug Benefits through OptumRx

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

Yes, but you will want to confirm if your pharmacy is in OptumRx's network to get the highest level of benefits. You will have access to thousands of retail pharmacies, including all large national chains, and many local pharmacies. You will also have access to the OptumRx mail service pharmacy. To see a list of network and Extended Days' Supply (EDS) pharmacies in your area, go to [www.HealthSelectRx.com](http://www.HealthSelectRx.com) and click on the **Find a Network Pharmacy** tool, or call a customer care representative toll-free at **(866) 336-9371 (TTY 711)**. Representatives can answer both medical and prescription drug questions.

### 3. Will I receive a new ID card for my prescription benefits?

Yes, in December, you will receive a new ID card that contains both your medical and prescription drug benefits information combined.

### 4. I currently have refills on my medication(s) at a retail pharmacy. Will these be available in 2017?

Yes, you will simply present your new ID card to the pharmacist on or after January 1, 2017, to obtain existing refills. However, beginning January 1, the formulary may change; this means some drugs currently covered may no longer be covered or may have a higher copayment. If you want to check drug coverage information or get an estimate of drug cost, you can go to [www.HealthSelectRx.com](http://www.HealthSelectRx.com).

### 5. How do I fill a new prescription with OptumRx at a retail pharmacy?

On or after January 1, 2017, choose one of 67,000 retail pharmacies in the OptumRx network and present your new ID card at the pharmacy. Your insurance information will be entered and you will only pay your share of the cost after your annual deductible is met.

### 6. 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 Prescription Drug Plan participants pay the applicable copayment plus an additional 40% coinsurance. Consumer Directed HealthSelect 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 OptumRx network, you may want to check back with us periodically to see if it is added at a later date.

# FREQUENTLY ASKED QUESTIONS

## 7. Will the Prescription Drug List/formulary change under OptumRx?

Yes, Employees Retirement System of Texas has worked with OptumRx to review the formulary based on the availability of generics and clinically effective alternatives, and some changes were made. To see the Prescription Drug List/formulary, go to [www.HealthSelectRx.com](http://www.HealthSelectRx.com) and click on **Prescription Drug List**.

## 8. Will my medication coverage change?

While the benefits remain the same, drug coverage could change for several reasons, including availability of generics and new clinically effective alternatives. To find out whether your medication is covered by the plan and to get an estimate of your medication costs, go to [www.HealthSelectRx.com](http://www.HealthSelectRx.com) and click on **Drug Pricing Tool**.

## 9. Can I estimate the cost of my drug before January 1, 2017?

Yes, to get an estimate of your prescription drug costs, visit [www.HealthSelectRx.com](http://www.HealthSelectRx.com) and click on the **Drug Pricing Tool**.

## Extended Days' Supply (EDS) Network Pharmacies

### 10. I currently get more than a 30-day supply of a maintenance medication at an EDS Network Pharmacy. Will I still be able to do this with OptumRx?

Yes, OptumRx has an 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](http://www.HealthSelectRx.com) and click on **Find a Network Pharmacy**.

### 11. 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 at [www.HealthSelectRx.com](http://www.HealthSelectRx.com) or call a customer care representative toll-free at **(866) 336-9371 (TTY 711)**.

## Choosing OptumRx Mail Service for maintenance medications

### 12. I currently use mail service for my maintenance medications. Will my mail service prescription(s) transfer to OptumRx?

Most mail service prescriptions with remaining refills will automatically transfer to OptumRx in early January. Prescriptions for certain medications such as narcotic pain medication or sleep agents and expired prescriptions will not transfer. In these cases, you'll need a new prescription from your doctor. OptumRx will send you a letter in early January if you have mail service prescriptions with refills remaining with Caremark's mail service facility that have successfully transferred to OptumRx. The letter will include any next steps you may need to take to continue receiving them.

### 13. Will my credit card information transfer to the new mail service program?

No. By law, personal financial information including credit cards cannot transfer to OptumRx. Beginning January 1, 2017, if you use mail service for your maintenance medications, you must take action and provide your credit card information to OptumRx before requesting refills of your medication. You may do this easily by calling a customer care representative toll-free at **(866) 336-9371 (TTY 711)**. Beginning in January, you can also visit [www.OptumRx.com/HealthSelectRx](http://www.OptumRx.com/HealthSelectRx) and select **Manage My Prescriptions**.

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

Yes. Beginning January 1, 2017, you will have the option to enroll in Hassle-Free-Fill 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 the Hassle-Free-Fill program. For details, beginning January 1, please visit [www.OptumRx.com/HealthSelectRx](http://www.OptumRx.com/HealthSelectRx) and select **Manage My Prescriptions**.

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

After January 1, 2017, contact OptumRx toll-free at **(866) 336-9371 (TTY 711)** to change the shipping address for a mail service medication. You can also visit **[www.OptumRx.com/HealthSelectRx](http://www.OptumRx.com/HealthSelectRx)** after January 1 and select **Manage 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.

### 16. What are the advantages of using OptumRx Home Delivery Pharmacy?

Many participants find OptumRx 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, beginning January 1, visit **[www.OptumRx.com/HealthSelectRx](http://www.OptumRx.com/HealthSelectRx)** and select **Manage My Prescriptions**.

### 17. How does OptumRx mail service work?

Order up to a 90-day supply of medications you take regularly. Beginning January 1, 2017, you can submit your order via phone, mail, online or through the OptumRx App. Additionally, your physician can electronically submit your prescription to OptumRx. OptumRx fills your order and mails it to you within 10 days of placing the order. OptumRx will notify you if there will be a delay in delivering your order.

### 18. How do I order my prescriptions from OptumRx Home Delivery Pharmacy?

Beginning January 1, 2017, you have four ways to place a mail service order:

- **Online.** Visit **[www.OptumRx.com/HealthSelectRx](http://www.OptumRx.com/HealthSelectRx)** or open the OptumRx App
- **On the phone.** Call the toll-free number at **(866) 336-9371 (TTY 711)**
- **Via mail.** Download a form from **[www.HealthSelectRx.com](http://www.HealthSelectRx.com)**, then complete and mail with your prescription
- **Via ePrescribe.** Your doctor can send an electronic prescription to OptumRx

### 19. 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 10 business days from the date OptumRx receives the order. Refills normally arrive within seven business days.

## Medication Coverage and OptumRx Prescription Drug List/Formulary

### 20. How do I know if the medication I am currently taking will be covered with OptumRx?

To learn if your medication is covered, check your plan's Prescription Drug List (PDL)/formulary online at **[www.HealthSelectRx.com](http://www.HealthSelectRx.com)**. You can also find out what you may need to do before ordering it. OptumRx will send you a letter if your drug will no longer be covered in 2017 or if it will have a higher copay. The letter will provide covered alternatives for you to review with your doctor.

### 21. Will there be a change in my medication cost or coverage?

Possibly, Employees Retirement System of Texas has worked with OptumRx to review the PDL/formulary based on the availability of generics and clinically effective alternatives, and some changes were made to the PDL/formulary.

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 be 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.

OptumRx 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.

**22. My drug was already approved through a Prior Authorization process. Will I have to go through this again in January 2017?**

Existing Prior Authorization approvals will transfer to OptumRx as long as they have not expired. Approvals are generally effective for one year after they are issued.

## Specialty Pharmacy

**23. I am currently taking a specialty medication; will this be transferred to the OptumRx specialty pharmacy?**

No, your specialty medication will not automatically transfer to the OptumRx specialty pharmacy. However, you may choose to have your specialty medication transferred to BriovaRx, the OptumRx specialty pharmacy after January 1, 2017. In January, call a BriovaRx representative at **(877) 615-6636** to enroll. Our patient care coordinators will guide you through the process. Beginning January 1, 2017, you can also register online at **www.briovarx.com/newpatient**. After you submit the form, BriovaRx 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 OptumRx beginning January 1, 2017. To locate a list of OptumRx network pharmacies, go to **www.HealthSelectRx.com** and click on **Find a Network Pharmacy**. You can also make sure your specialty drug is covered by OptumRx and get an estimate of the cost for your drug by going to **www.HealthSelectRx.com** and clicking on **Drug Pricing Tool**. You can also check with your customer care representative to confirm if your current specialty pharmacy is in-network, check the coverage and get an estimated cost for your drug.

**24. Why should I use BriovaRx pharmacy?**

Specialty medication care is all we do. Our Patient Care Coordinators and pharmacists are highly trained to understand your special therapy needs. We ship your medication wherever you need it — in safe, temperature-controlled and tested packaging — and shipping is at no cost to you. When BriovaRx is the provider of your specialty medications, you don't have to worry about filling specialty medications at any other location, such as a retail pharmacy or your doctor's office. You will 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 are 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 **(866) 336-9371 (TTY 711)** or visit **www.HealthSelectRx.com**. Representatives can answer both medical and prescription questions.



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