

Frequently asked questions about transitioning to Optum Rx

Have questions about switching to Optum Rx? We've got answers.

Who is Optum Rx?

Optum Rx will be your plan's pharmacy benefits 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.

Network retail pharmacies

- Beginning Jan. 1, 2024, use the **Optum Rx app** or log in to your account at **optumrx.com** to view a list of network pharmacies.
- Show your member ID card at any network retail pharmacy.
- Call the number on your member ID card.

Will I receive a new pharmacy ID card?

Yes, you'll receive a new member ID card and welcome materials a few weeks before your plan starts.

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

Yes, your medication will be covered. To review coverage, go to **welcome.optumrx.com/sofdms** on or after November 10, 2023.

Home delivery

If you take a medication regularly, you can conveniently fill a 90-day supply through Home delivery or at a retail pharmacy.

- Order up to a 3-month supply.
- Get your medications delivered right to your mailbox – with free standard shipping.
- Talk to a pharmacist 24/7.

Will my current home delivery prescription(s) transfer to Optum Home Delivery?

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

Will my home delivery billing information also transfer to Optum Home Delivery?

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 Optum Home Delivery. Once your payment information is complete and your order is placed, medications will typically arrive within 5 days.

How will I order my prescriptions from Optum Home Delivery?

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



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



Go online to [optumrx.com](https://www.optumrx.com), download the **Optum Rx app** or contact us by **phone** using the toll-free number on your member ID card.

Benefit Overview

	Standard PPO and Standard HMOs		High Deductible HMO and PPO
	Retail (30-day)	Mail Order (90-day) and Retail (90-day)	Retail (30-day); Mail Order (90-day) and Retail (90-day)
Generic	\$7	\$14	30%
Preferred Brand-Name	\$30	\$60	30%
Non-preferred Brand-Name	\$50	\$100	50%

Standard PPO and Standard HMOs: Deductible: N/A, Out of Pocket: Individual \$9,450/Family \$18,900

High Deductible HMO: Deductible: Individual \$1,600/Family \$3,200, Out of Pocket: Individual \$3,000/Family \$6,000

High Deductible PPO: Deductible: Individual \$1,600/Family \$3,200 Out of Pocket: Individual \$4,400/Family \$8,000

Questions?

We can help after Nov. 10, 2023.



Log in to [welcome.optumrx.com/sofdms](https://www.welcome.optumrx.com/sofdms)



Open the **Optum Rx app**



Call customer service at the number on the back of your member ID card



Ready to learn more? Scan this code with your phone's camera and tap the website link. Or visit [welcome.optumrx.com/sofdms](https://www.welcome.optumrx.com/sofdms) today.



Optum Home Delivery is a service of Optum Rx pharmacy. Optum Rx 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. All Optum trademarks and logos are owned by Optum, Inc. All other trademarks are the property of their respective owners.

© 2023 Optum, Inc. All rights reserved. WF11501478 08/23