

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.



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Get smart about prescriptions

Our online tools make it easy

Beginning **Nov. 10, 2023**, you can visit welcome.optumrx.com/sofdms to:



Price a drug – Search your current or new medications to see costs at pharmacies near you. If you're taking a brand-name drug, you can also see prices for generic options.



My prescriptions – See your current prescriptions along with information about how to use them and possible side effects.



Pharmacy locator – Search for network pharmacies near you – or find a pharmacy when you're traveling.

After **Jan. 1, 2024**, you can:



View my claims at optumrx.com – See which prescriptions you've filled and how much you paid.



Manage prescriptions on-the-go – For added convenience, download the **Optum Rx app**.



To learn more today, scan this code with your phone's camera and click on the link or go to welcome.optumrx.com/sofdms for info on Optum Rx.

