

# Welcome

A guide to using your  
Pharmacy Benefit Services.



**Live your life.  
Enjoy your life.**

- Welcome to your pharmacy benefit services
- Making informed pharmacy decisions
- Programs designed to save you money
- OptumRx® Mail Service Pharmacy
- Information online and on the go



**UnitedHealthcare®**

# Welcome to your Pharmacy Benefit Services

## Get the most out of your pharmacy benefit services

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- ▶ We provide access to a wide variety of U.S. Food and Drug Administration FDA-approved prescription medication.
- ▶ Our programs and tools are designed to help you make informed decisions about your choice of prescription medication and pharmacy products.
- ▶ The more you know about what choices are available, the better you can decide what is best to meet your health needs.

## Choose a pharmacy that is in our network

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- ▶ You have access to thousands of retail pharmacies including all large national chains, many community pharmacies, and the OptumRx® Mail Service Pharmacy.
- ▶ If you fill your prescriptions outside our pharmacy network you may pay a higher cost or your prescriptions may not be covered.

### Find a pharmacy

- ▶ Log on to [myuhc.com](http://myuhc.com)®, click the *Manage My Prescriptions* button and enter your ZIP code under *Locate a Pharmacy*.
- ▶ Or call the toll-free member phone number on the back of your health plan ID card and a representative can help you.

### What you pay

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- ▶ Simply show your health plan ID card to the pharmacist. Your pharmacist will tell you how much you owe for the prescription.
- ▶ Or call the number on the back of your health plan ID card.



Thousands of pharmacies  
in our network



# The right medication for you

## Make informed decisions

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### UnitedHealthcare Prescription Drug List (PDL)

The PDL includes most brand and generic prescription medications approved by the U.S. Food and Drug Administration (FDA). Medications are placed on different “tiers” based on our evaluation about their overall value. Tier 1 is the lowest-cost tier option. When selecting a medication, you and your doctor may consult the PDL to see if there is a Tier 1 (lowest cost) option that your doctor thinks is right for you.

### Specialty medications

Specialty medications are high-cost and may be used to treat complex conditions. For most plans, these medications are managed through the Specialty Pharmacy Program. Take advantage of this personalized support designed to help you get the most of your treatment plan. The Specialty Pharmacy Program offers access to pharmacists around-the-clock, cost-savings information, and much more. Visit [UHCSpecialtyRx.com](http://UHCSpecialtyRx.com) or call the number on the back of your health plan ID card to learn more.

### Want to learn more about a specific medication?

Log on to [myuhc.com](http://myuhc.com) and click *Manage My Prescriptions* to access details about your medication.

## Save money

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### Look for potential lower-cost alternatives

Log on to [myuhc.com](http://myuhc.com) to look for your lowest-cost options. Ask your doctor if a lower-cost alternative medication may be right for you.

### Generic options

Approximately 75% of brand medications have generic equivalents available. A generic equivalent contains the same active ingredients (the chemicals that make a medication work) as the brand name version of the medication and meets the same FDA medication standards.



Call the OptumRx® Specialty Pharmacy  
at **888-739-5820**.



# Programs designed to save you money

## Mail Service Member Select<sup>SM</sup>

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Your plan may include this home delivery program, which encourages you to use the OptumRx Mail Service Pharmacy for medication you take regularly. Choosing home delivery can help you better manage your medication and may save you time and money.

- ▶ Simply call the number on the back of your plan ID card and a customer service advocate can get you started and help switch any medication to home delivery.
- ▶ Or you can choose to disenroll from mail service and continue filling your prescription at a retail pharmacy for your standard co-pay or cost.
- ▶ You have up to two fills at your retail pharmacy before making a decision.
- ▶ If the medication you are taking is included in this program, you will receive a communication explaining what action you need to take.

## Select Designated Pharmacy Program

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The Select Designated Pharmacy Program is designed to help you save money on select higher-cost prescription medications. If eligible, please choose one of these options:

- ▶ **Move to OptumRx Mail Service Pharmacy:** Keep taking your current medication and get up to a three-month supply delivered to your home, likely for less than you would pay at a retail pharmacy.
- ▶ **Switch to a lower-cost medication:** Some medicines treat the same condition, but cost much less. Ask your doctor if a lower cost medication is right for you.
- ▶ **Do both:** Use OptumRx Mail Service Pharmacy and switch to a lower-cost medication to maximize your savings.



Log on to [myuhc.com](https://myuhc.com)

You can access tools to help you get the most out of your pharmacy benefit. It's convenient and secure.



# Get medication delivered right to your door



## With the OptumRx Mail Service Pharmacy you get:

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### **Savings**

- ▶ Depending on your benefit plan, you may save money by having your doctor order a three-month supply of medication.

### **Pharmacists on call**

- ▶ Pharmacists are available to answer your questions about your medication anytime, any day.

### **Helpful reminders**

- ▶ Set up text and email reminders to take or refill your medication through [myuhc.com](http://myuhc.com).<sup>1</sup> You can also set up automatic refills by enrolling in our Hassle-Free Fill<sup>SM</sup> program.

1. OptumRx provides this service at no cost. Standard message and data rates charged by your carrier may apply.

## To set up home delivery, follow these simple steps:

### 1 Talk to your doctor

**Get the right prescription.** Ask your doctor for a three-month supply with refills for up to one year (if appropriate).

### 2 Contact OptumRx Mail Service Pharmacy one of these ways



#### Phone:

- Call the member phone number on the back of your health plan ID card to talk with a customer service representative right away. It's helpful to have your health plan ID card and medication bottle available. The representative can also contact your doctor directly if you need a new prescription.



#### By fax or ePrescribe:

- Ask your doctor to call **1-800-791-7658** for instructions on how to fax your prescription directly to OptumRx Mail Service Pharmacy. Or your doctor can send an electronic prescription to OptumRx Mail Service Pharmacy.



#### By mail:

- Ask your doctor for a new prescription for up to a three-month supply, plus refills for up to one year. Then go to **myuhc.com** and download the New Prescription Order Form.<sup>2</sup> Mail to the address provided on the bottom of the form.



#### Online:

- Log on to **myuhc.com**
- Click on *Manage My Prescriptions*.

Once OptumRx receives your complete order for a new prescription, your medication should arrive within 10 business days. Completed refill orders should arrive in about seven days. Need your medication right away? Ask your doctor for a one-month supply that can be immediately filled at a participating retail pharmacy.

2. The information you supply on the order form is kept confidential in accordance with applicable laws. The health and allergy information you provide helps the pharmacist check for possible problems with some medications.



### Need more information?

Call the toll-free member phone number on the back of your health plan ID card. Representatives are available to assist you 24 hours a day, 7 days a week.



# Information when you need it

## Your online tools

**myuhc.com** provides you access to the tools and information you need any time:

- ▶ Look up possible lower-cost medication alternatives.
- ▶ Compare medication pricing and options.
- ▶ Manage your mail service pharmacy account.
- ▶ View your prescription history.
- ▶ Set up email or text message reminders to take medication and order refills.<sup>3</sup>

### myuhc.com



### Manage My Prescriptions



**Note:** Some sections are only available if you are logged in to your account. Not all sections of the website are available to all members — access to features and tools are determined by your benefits plan.

## Convenient mobile access:

Access your pharmacy benefit and mail service prescriptions from your smartphone, iPad or other handheld device by logging on to **optumrx.com**. Here you can manage your pharmacy benefit on the go.

- ▶ Refill mail service prescriptions.
- ▶ Create and update text message reminders.
- ▶ View your prescription claims history.
- ▶ Search your Prescription Drug List (PDL).
- ▶ Compare medications with the Drug Pricing Tool.



3. OptumRx provides this service at no cost. Standard message and data rates charged by your carrier may apply.



Get the most out of your  
pharmacy benefit. The more you  
know, the more you can save.  
Visit [myuhc.com](http://myuhc.com) today!



[myuhc.com](http://myuhc.com)

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Included in Kit #104-0009

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