



Transitioning to OptumRx Frequently Asked Questions

This document will address the most common questions asked regarding transitioning prescription benefits to OptumRx.

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GENERAL INFORMATION

Q: When do we become active with OptumRx?

A: Effective **July 1, 2023**, OptumRx will begin providing retail and Home Delivery prescription drug benefits for Dickinson College members.

Q: What is the OptumRx Customer Service phone number and what are the hours of operation?

A: Beginning **July 1, 2023**, OptumRx Customer Service is available 24 hours per day, 7 days per week and can be reached at **1-800-382-0754**.

Q: I am going on vacation. Can I get an additional supply of medication?

A: Yes. To receive an extended supply of medication, call Customer Service at **1-800-382-0754**.

Q: Can I receive an extended supply of medication if I am traveling outside the United States?

A: Yes. You can receive an extended supply of medication from OptumRx if it is indicated on your prescription. You will be responsible for the copayment associated with an extended supply. For more information, call Customer Service at **1-800-382-0754**.

WELCOME MATERIALS

Q: Will there be new member ID cards?

A: Yes, you will receive your new member ID card from Meritain Health in late **June** and it will include your Meritain Health medical information and OptumRx prescription drug coverage information. Please note that the member ID card will cover all your dependents. Beginning **July 1, 2023**, please show your new member ID card to your pharmacist when filling a prescription for yourself or a covered family member. You'll also be able to access your member ID card any time after July 1 from your Smartphone if you download the Meritain Health Mobile App or log in to your Meritain Health member account at www.meritain.com.

OPTUMRX WEBSITE AND MOBILE APP

Q: How do I register with the OptumRx website?

A: Beginning **July 1, 2023**, visit www.OptumRx.com to register. You will be asked to provide your member ID number, name, date of birth, and zip code to create an account.

Q: What can I do on the OptumRx website?

A: Beginning **July 1, 2023**, you can visit www.OptumRx.com to:

- Get information about your plan;
- Find participating retail pharmacies near you;
- See how much certain medications will cost;
- Quickly refill Home Delivery prescriptions online;
- Receive timely medication alerts;
- Find potential lower-cost options available under your plan;
- Ask questions of a pharmacist online.

Q: How do I download the OptumRx Mobile App?

A: Visit your Smartphone's or tablet's market or store and search for "OptumRx." It's free to download and use.

Q: What can I do on the OptumRx Mobile App?

A: Beginning **July 1, 2023**, you can use the mobile app to:

- View your medications and set reminders for when to take them;
- Stay on top of medication refills. See when refills are due, get refill reminders and quickly contact your pharmacy;
- Show your doctor exactly what medications you are taking;
- Pull up your medication history anytime;
- Learn about medication side effects and interactions;
- Find network pharmacies by ZIP code or location, then check and compare current prescription prices;
- Order refills from Home Delivery;
- Check for lower-cost prescription options available under your plan.

PHARMACY COVERAGE

Q: How do I maximize my prescription drug coverage benefits?

A: The following will help to maximize your prescription drug coverage benefits:

- Use generic drugs whenever possible;
- If you are taking a brand-name drug that is **not** on your formulary, ask your doctor if a formulary drug or a generic would be right for you. (You or your doctor can ask for a “coverage request” by calling the number on your new member ID card.);
- Use your Home Delivery program for maintenance medications. Maintenance medications are prescription drugs that you take regularly to treat ongoing conditions like diabetes, high blood pressure and asthma. You can usually save time and money by using the OptumRx Pharmacy to fill your maintenance medications;
- Use participating local pharmacies to fill your short-term prescriptions. For example, your doctor might prescribe a 15-day medication for an infection. You should always get these types of medications from a participating local pharmacy.

Q: Are generics safe?

A: Yes. Generic drugs, like brand-name drugs, must meet established FDA standards of quality and purity to help ensure their safety and effectiveness, and they usually cost less. Generic versions have the same active ingredients as their brand-name counterparts, and they are equal in strength and dosage. Sometimes drug manufacturers use different inactive ingredients, such as fillers and dyes, which affect a drug’s shape, color, size, or taste.

Q: Why should I consider generics or preferred brand-name drugs?

A: You may save money by taking generics or preferred brand-name drugs because they usually cost less under your plan than non-preferred brand-name drugs. Many new generics have become available over the past year. If you’re taking a non-preferred drug, ask your doctor whether a lower-cost option would be right for you.

Q: How do I know whether my medication is covered?

A: The plan’s formulary or list of preferred medications will be available beginning with the Benefits and Wellness Fair on April 18, 2023, and during open enrollment. An electronic version of the formulary is also available at www.optumrx.com/oe_premium/landing. Members who may experience a formulary change for a current prescription will receive a letter from OptumRx in May. Beginning **July 1, 2023**, to find coverage and pricing details online, and to find out if your medication has a generic equivalent, visit our member website www.OptumRx.com or contact customer service at **1-800-382-0754**.

Q: Will there be changes to my plan’s list of preferred drugs?

A: Yes, effective **July 1, 2023**, your plan’s formulary (a list of preferred medications) will change. As a result, some preferred medications will become non-preferred, and vice versa. Members who may experience a formulary change for a current prescription will receive a letter from OptumRx in May. Beginning **July 1, 2023**, register at www.OptumRx.com to find out which medications are preferred. If you are taking a brand-name drug that is about to become non-preferred, you may want to talk to your doctor about a lower-cost option.

- **Preferred** (or formulary) medications are on the formulary and cost less than non-preferred medications. This list of drugs is determined based on the advice of pharmacists and a group of independent doctors.
- **Non-preferred** (or non-formulary) medications are not on your list of recommended drugs and may cost you more.

HOME DELIVERY

Q: What is the OptumRx Home Delivery service?

A: **OptumRx Home Delivery** is a delivery service available as part of your prescription drug plan, effective **July 1, 2023**. With OptumRx Home Delivery, you'll save when you fill your long-term prescriptions for up to a 90-day supply.

Q: How can I start using the OptumRx Home Delivery service?

A: To get started using the OptumRx Pharmacy for medications you take on an ongoing basis, ask your doctor to write a prescription for up to a 90-day supply, plus refills for up to 1 year (as appropriate). To fill the prescription, you may:

- Mail your prescription(s) along with the required copayment in the envelope provided with your Welcome Package;
- After **July 1, 2023**, call OptumRx toll-free at **1-800-382-0754**. You will need to have your prescription number handy when you call;
- After **July 1, 2023**, order through the OptumRx website after registering at www.OptumRx.com.

Q: Is there an additional charge for shipping and handling with Home Delivery?

A: Medications are shipped via standard service at no cost to you. Express shipping is also available for an additional fee.

Q: How soon will I receive my Home Delivery prescription, and how can I check the status of my order?

A: Orders are usually processed and mailed within 72 hours of receipt. Please allow 10 days from the date you mail in your prescription. After **July 1, 2023**, you can check on the status of your order by logging on to the member website at www.OptumRx.com or you can call Customer Service and use the automated system. If you're a first-time visitor to the website, take a moment to register. Have your member ID number handy.

Q: How do I pay for my Home Delivery prescriptions?

A: You can pay by check, e-check, money order or credit card. If you prefer to use a credit card, you have the option of joining OptumRx's automatic payment program by calling **1-800-382-0754** or by enrolling online. If you currently use a credit card for your Home Delivery prescriptions, you'll need to contact OptumRx with your credit card information, as this information can't be transferred.

OPEN REFILL & PRESCRIPTION TRANSFER INFORMATION

Q: Will I need to obtain a new prescription?

A: If you have refills remaining with your current Home Delivery pharmacy, then in most cases you will not need to get a new prescription. Your remaining Home Delivery refills should transfer automatically to the OptumRx Home Delivery. Once the refills have been transferred (shortly after July 1, 2023), you'll be able to refill your Home Delivery prescriptions online, by phone or by mail.

If you need a refill before June 30, 2023, please refill your prescription through your current Home Delivery pharmacy. If you find that any remaining refills have not transferred to the OptumRx Home Delivery after July 1, 2023, please call Customer Service at **1-800-382-0754**.

Prescriptions for controlled substances, compounded medications, and expired prescriptions will not be transferred. If you take one of these medications, you must get a new prescription from your doctor. Your welcome package will describe how to send new Home Delivery prescriptions to the OptumRx Home Delivery.

For retail prescriptions, in most cases, you should see no changes. Most major drugstores participate in the OptumRx retail pharmacy network, and you should be able to continue obtaining your refills as you do today. Starting **July 1, 2023**, present your new member ID card to the pharmacist when filling a prescription for you or a covered family member. This member ID card will cover all your covered dependents.

SPECIALTY MEDICATIONS

Q: What is a Specialty Medication?

A: Some prescription drugs are called "specialty medications." Specialty medications are used to treat complex, chronic health conditions like Multiple Sclerosis or Rheumatoid Arthritis. These medications usually must be stored or handled in special ways.

Q: I currently use a specialty medication that I get through the mail. How do I continue to fill my specialty prescription?

A: If you are due a refill within the first few days in July, please request a refill from your current Home Delivery provider at least 2 weeks before your supply runs out. **Optum's Specialty Pharmacy** will work directly with members and their prescribing physician to transition pharmacy delivery services. A patient-care representative will work with your doctor for you and will call you back to arrange for the delivery of your medications on a day that is convenient for you.

Q: Is there an extra cost to use Optum's Specialty Pharmacy services?

A: No, Optum's Specialty Pharmacy is part of your prescription drug benefit.

Q: Can I order all my medications from Optum's Specialty Pharmacy?

A: No, Optum's Specialty Pharmacy dispenses only specialty medications.

PRIOR AUTHORIZATIONS

Q: What is a coverage review or prior authorization?

A: Dickinson College uses coverage management programs to help ensure you receive the prescription drugs you need at a reasonable cost. Coverage management programs include prior authorization, step therapy and quantity duration. Each program is administered by OptumRx to determine whether your use of certain medications meets your plan's conditions of coverage. In some cases, a coverage review may be necessary to determine whether a prescription can be covered under your plan.

On or after **July 1, 2023**, if your prescription requires prior authorization, you or your doctor can initiate the prior authorization review by calling OptumRx at **1-800-382-0754**. OptumRx will inform you and your doctor in writing of the coverage decision.

Q: Will my Prior Authorization (PA) information transfer to OptumRx?

A: Your current Prior Authorization (PA) records will be automatically transferred into the OptumRx system. Ask your doctor to submit a request for any new or expiring Prior Authorizations to OptumRx.

Q: Can I find out ahead of time if a medication may need a coverage review?

A: Yes. Medications that require prior authorization are indicated on the OptumRx formulary [www.optumrx.com/oe_premium/landing] as well as online, starting **July 1, 2023**, or you can call customer service at **1-800-382-0754** on or after **July 1, 2023**.

PRIVACY INFORMATION

Q: Who has access to my prescription information?

A: OptumRx has a strong commitment to your privacy. OptumRx has established effective administrative and technical safeguards to protect the confidentiality of your prescriptions and other information and to secure this information from unauthorized or improper access, disclosure, or use. In addition, OptumRx does not sell individually identifiable information nor lists of members and their covered dependents to outside companies for solicitation or marketing purposes.