

Dickinson

I received a Change Alert letter from OptumRx and need help!

I am no longer taking the medication listed in the letter...

- Optum received historical utilization from CVS. If you are no longer utilizing this medication, you can disregard the letter. If you have moved to a new medication (continued therapy), please check the formulary to be sure your new medication is covered.

What is a prior authorization? How do I get one?

- At the time of a prescription claim, OptumRx only receives patient and medication information. There is no clinical data to support a member using the medication. A “prior authorization” is the process of the member’s healthcare provider providing diagnosis and treatment information to OptumRx. Prior authorizations generally expire each year and require renewal if therapy continues. This process would start with your prescribing healthcare provider.

I am prescribed a medication that requires step-therapy and I have already tried the alternatives...

- In cases like this where you have already tried alternative therapies, Dickinson can work with OptumRx customer service to continue your therapy.

The medication I take has a quantity limit...

- Like CVS, OptumRx places limits on the quantity of certain medications. You may already take less than the limit. If this is the case, please continue your therapy. If you take more than the limit, this will require a prior authorization. Please work with your healthcare provider and OptumRx customer service. Dickinson College can request that you receive a 1-time emergency refill while you work with your healthcare provider.

I am taking an excluded medication and I have already tried the alternatives...

- If you are taking an excluded medication and cannot make a change, your healthcare provider will need to submit a request to OptumRx for a clinical review. The process may take a little time; Dickinson can work with customer service to allow a 1-time emergency refill.

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For members with diabetes...I must move my testing supplies and/or insulin...

- OptumRx has preferred testing strips and insulin products on their formulary. If the therapy will not work for you, your healthcare provider can ask OptumRx for an exception. As this may take a little time, Dickinson can work with customer service to allow a 1-time fill of your testing supplies, insulin, or both.
- As you will likely need a new meter for the new testing strips, OptumRx will provide these at no cost.
- As you use up old supplies and begin to purchase new supplies, Dickinson can work with customer service for 1-time fills of the new product or old product to assist in this transition.

I am receiving a zero-dollar (\$0) copay for this medication through the CVS Caremark prescription drug coverage. What should I expect?

- OptumRx is still getting data from CVS Caremark, therefore, the content in your letter could change. Dickinson will continue to work with OptumRx to provide updates to members.