



|||||FPO|||||

[To the parent(s)/guardian(s) of:]
<Member Name>
<Address 1>
<Address 2>
<City>, <ST> <Zip>

Good news
about your
new **OptumRx**
pharmacy benefit

<Event/Mail Date>

Dear <DF_NAME PROPER>,

Welcome to OptumRx. Beginning January 1, 2020, we'll manage your pharmacy benefits for Western Health Advantage. We provide safe, easy and cost-effective ways for you to get the medication you need.

What can you do to prepare for your transition to OptumRx?

Before your plan moves to OptumRx

- ☐ In December you'll receive new member ID cards with OptumRx information.
- ☐ Keep the new cards in a safe place until you can start using them on January 1, 2020.
- ☐ Continue using your current retail or home delivery pharmacy until December 31, 2019.
- ☐ If you're currently using home delivery, make sure you have at least a one-month supply of the medication you take regularly to last during the transition.
- ☐ Watch your mail for information from OptumRx about your prescriptions and any action you may need to take.

After January 1, 2020.

- ☐ Begin using your new ID card. Present it at the pharmacy counter or have it handy to register for home delivery.
- ☐ Set up your online account at **optumrx.com**.
- ☐ Enroll in OptumRx home delivery for medications you take regularly at **optumrx.com**.
- ☐ Get a new prescription for any home delivery medications that can't be transferred to OptumRx.
- ☐ Continue to watch your mail for information from OptumRx.

We look forward to serving you.

Sincerely,
The OptumRx team

Helpful terms to know

Term	Definition
Coverage	Health care, services and products that are included in your health insurance benefits.
Formulary	A list of commonly prescribed medications from your plan's complete pharmacy benefit coverage list.
Home delivery	An OptumRx service that ships maintenance medications to your home.
Maintenance medication	Medications you take regularly that are prescribed for ongoing needs, from birth control and acne to chronic, long-term conditions. Examples of chronic conditions that may require maintenance medications are high blood pressure, high cholesterol and diabetes.
Network pharmacy	A certain group of pharmacies where you can save more money filling prescriptions.
Pharmacy benefit manager (PBM)	An organization that administers prescription drug programs.
Preferred drug list	A list of brand-name medications the plan prefers you to use based on their efficacy, safety and cost-effectiveness.



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