

### Where can I fill my specialty prescription?

You can fill your prescription at OptumRx. Our patient care coordinators and pharmacists are trained to understand your special therapy needs.

### Why use our specialty pharmacy?

With OptumRx, you:

- Don't have to worry about filling specialty prescriptions at any other location, such as a retail pharmacy or your doctor's office
- Can talk with experienced pharmacists and nurses who can provide information about your medication
- Receive customer service support from specialty experts to answer any questions you may have

### How is my specialty medication shipped?

We ship your medication wherever you need it — in safe, temperature-controlled and tested packaging — at no cost to you for standard shipping.

### Will my specialty medication automatically transfer to OptumRx?

No, your specialty medication will not automatically move. We will help you transfer your medication(s) after your coverage starts. In January, you can:

- Call a specialty representative at **1-855-427-4682**.
- Register online at **specialty.optumrx.com**. We will contact your doctor and take care of everything else.

## Questions? after coverage starts



Visit **optumrx.com**



or call us toll free at **1-888-563-2250**, TTY **711**, Monday through Friday from 8 a.m.–6 p.m.



## Frequently asked questions about transitioning to OptumRx

OptumRx will manage your Western Health Advantage pharmacy benefit.

### Before plan moves

Online: **mywha.org/rx**

Phone: **1-888-563-2250**

### After plan moves

Effective date: **January 1, 2020**

Online: **optumrx.com**

Phone: **1-888-563-2250**

App for your smartphone: **OptumRx**

## General questions

### Who is OptumRx?

OptumRx will be your plan's pharmacy care services 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.

### With OptumRx, can I continue to go to the same pharmacy?

You will have access to OptumRx home delivery and a large network of retail pharmacies, including large national chains and many local pharmacies. After your plan moves, you will be able to go online or call us to help find a network pharmacy.

### Will I receive a new ID card?

Yes, you'll receive a new member ID card and welcome materials before your plan starts. Simply present your new member ID card at any OptumRx network retail pharmacy.

### How will I fill my prescriptions at a retail pharmacy?

On or after your effective date, choose a pharmacy in your plan's network and show your member ID card at the pharmacy counter.

### Will the medication I'm currently taking be covered with OptumRx?

To learn if your medication is covered, check your plan's preferred drug list (list of covered medications) online on or after your effective date. You can also find out if you need to do anything before filling your next prescription.



OptumRx specializes in the delivery, clinical management and affordability of prescription medications and consumer health products. We are an Optum® company — a leading provider of integrated health services. Learn more at **optum.com**.

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**What information does the preferred drug list include?**

The preferred drug list is a list of commonly prescribed medications covered by your plan. It also:

- Identifies medications for certain conditions and organizes them into cost levels called tiers
- Lets you know if any medications require prior authorization or step therapy, which may affect how they are covered
- Includes additional information about medications that may have quantity/supply limits or be considered specialty

To learn if your medication is covered after your plan moves to OptumRx, check your preferred drug list on the app or online. You can also find out if you need to do anything before filling your prescriptions.

**Why could my medication cost or coverage change?**

Your cost or coverage could change for several reasons including:

- Medications could move to a different tier
- Medications may no longer be covered
- You may be required to get a prior authorization (pre-approval for benefit coverage)
- You may be required to try other medications first (step therapy)
- Medications may only be covered in certain quantities or in a specified time period

**Home delivery**

**How does OptumRx home delivery work?**

- Home delivery lets you order up to a 90-day supply of medications you take regularly
- You would submit your order online, through the app, or by phone or mail
- OptumRx fills your order, ships it to you, and lets you know when to expect your delivery

**What are the advantages of using OptumRx home delivery?**

OptumRx home delivery is a convenient, cost-effective and safe option for medications you take regularly.

- Medications will be delivered directly to your door, which means fewer trips to the pharmacy
- You will receive up to a 90-day supply, which may save you money on copays
- Pharmacists will be available by phone 24 hours a day, 7 days a week to answer questions
- You can set up automatic reminders to help you remember when to take your medication and refill your prescriptions

**Will my current home delivery prescription(s) transfer to OptumRx?**


Most home delivery prescriptions with remaining refills will automatically transfer. However, prescriptions for certain medications will not transfer. Examples include controlled substances and prescriptions that have expired. In these cases, you'll need a new prescription from your doctor.


**Will my billing information also transfer to OptumRx?**


To keep personal information safe, payment information cannot be shared between pharmacies. Before we can ship your first home delivery order, please have your credit card or other preferred payment method available.


**How will I order my prescriptions from OptumRx home delivery?**

Once your coverage begins, there are four ways to place a home delivery order:

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**By ePrescribe.** Your doctor can send an electronic prescription to OptumRx
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**Go online.** Visit the website on your member ID card
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**By mobile app.** Open the OptumRx App, which you can download from the Apple® App Store® or Google Play™
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**By phone.** Call the toll-free number on your member ID card

**Once I place a home delivery order, how quickly will I get my medication?**

OptumRx will ship your prescription within 5 days after we receive the complete order.

**I currently use home delivery. What can I do to prepare for the transition to OptumRx?**

Make sure you have enough medication to last for one month after your plan moves to OptumRx.

**Will I be able to manage my home delivery prescriptions online?**

Yes. After your plan moves to OptumRx, you will be able to access your prescription and home delivery information online or through the mobile app. You will also be able to check order status, place prescription orders [and set up convenient automatic refills].

**Specialty pharmacy**

**What are specialty medications?**

Specialty medications are for conditions such as cancer, multiple sclerosis and rheumatoid arthritis. They can be injectable, taken by mouth, or inhaled. They also:

- May require ongoing clinical oversight and additional education for best management
- Have unique storage or shipping requirements
- May not be available at retail pharmacies

**Why is help from a health care professional necessary when taking specialty medication?**

A health care professional makes sure the medication you're taking is:

- Working effectively
- The best or right dose for your condition
- Not causing harmful side effects