



Frequently asked questions about Optum Specialty Pharmacy

OptumRx is the pharmacy care services manager for your State of Michigan plan.

1 Who is Optum Specialty Pharmacy?

OptumRx offers specialty medication support through Optum® Specialty Pharmacy. Optum Specialty Pharmacy provides resources and personalized support to help you with your condition. They support you with a team of pharmacists and nurses who specialize in your condition — at no extra cost to you.

Specialty medications are prescribed for complex, long-term conditions such as cancer, rheumatoid arthritis or multiple sclerosis (MS). These medications may require special handling or may be injected or infused.

2 How do I contact Optum Specialty Pharmacy?

- Visit specialty.optumrx.com
- Or, call **1-855-427-4682**

3 What are the Optum Specialty Pharmacy hours of operation?

Customer service hours are:

- 8:30 a.m. - 10 p.m. ET, Monday-Friday
- 8:30 a.m. - 3 p.m. ET Saturday

Pharmacists and patient care coordinators are available 24/7 by phone.

4 How do I order my specialty medication?

Call Optum Specialty Pharmacy at **1-855-427-4682**. They will contact your doctor to get your prescription(s).

5 How do I refill my specialty medication?

A patient care coordinator (PCC) will call you 7 to 10 days before your next refill is due. They will confirm contact information and preferred shipping address. They may also ask about any side effects and connect you with a nurse or pharmacist, if needed.

You may also log in to your account at specialty.optumrx.com or call Optum Specialty Pharmacy.

6 Where will my medication and supplies be delivered?

Optum Specialty Pharmacy will deliver your medication to your home, doctor's office or any location you choose, at no extra cost. Medications are shipped confidentially in temperature-controlled packaging, if needed.