

Frequently asked questions about your pharmacy benefits with Optum Rx

Contact Information

Online:

welcome.optumrx.com/calpers

Mobile app for Basic Members:

OptumRx

Basic Member phone:

1-855-505-8110

Medicare/Part D Member phone:

1-855-505-8106

Who is Optum Rx?

Optum Rx is your plan's pharmacy care services manager. Our goal is to provide safe, easy and cost-effective ways for you to get the medication you need.

Finding a network pharmacy

You can choose where you fill prescriptions. Use a network pharmacy for your plan's best price. Your health plan's pharmacy network has:

- Major chains
- Grocery store pharmacies
- Independent pharmacies
- Home delivery options
- 90-day prescriptions filled at a retail pharmacy
- Specialty pharmacy options

Visit welcome.optumrx.com/calpers and use the Pharmacy Locator tool.

Specialty pharmacy support

Some long-term health conditions – such as multiple sclerosis, rheumatoid arthritis or cancer – require specialty medications. They need to be sent quickly, safely and securely.

Find a pharmacy to fill a specialty prescription

You have choices on where your specialty medications are filled.

Optum® Specialty Pharmacy is one of the options in your plan's network. Sign in at optumrx.com > *Member tools* > *Drug pricing and information*. Enter your specialty medication name and the in-network specialty pharmacy will be listed below the drug price.

Prescription delivery options

Maintenance medications are drugs you take regularly. You have choices to fill at a retail pharmacy or have them mailed to your home. It's up to you. Optum® Home Delivery is one of your network options. Here are plan options for CalPERS EGWP/Med D and CalPERS Basic/Commercial members:

Select90/Preferred90 Saver Program (EGWP/Med D members)

Are all medications included in Select90/Preferred90 Saver Program?

No. This program only applies to certain maintenance medications taken on an ongoing basis. Excluded are medications that are taken for a short period of time (such as antibiotics), select controlled substances or medications included in the specialty pharmacy program.

What happens if I do nothing with my current maintenance medication?

You will need to switch to a 90-day supply for your maintenance medication, or you may pay more for your medication(s).

Where can I fill maintenance prescriptions with the Select90/Preferred90 Saver Program (for EGWP/Med D plans only)?

You have the option to choose between filling your prescription at a network retail pharmacy or Optum Home Delivery. Call the number on the back of your member ID card, any time.

Mail Service Member Select Program (Basic/Commercial members)

This pharmacy benefit allows you the option to fill your maintenance prescriptions at Optum Home Delivery or at a retail pharmacy. If you choose a retail pharmacy, you must disenroll from the Mail Service Member Select program.

The program allows you two retail pharmacy fills of your maintenance medication before you must choose. If you do not take action after the second retail fill, you may pay more for your medication until you make a choice.

How do I make a choice for this program?

To enroll in home delivery, visit [optumrx.com](https://www.optumrx.com).

If you would like to keep filling at a retail pharmacy, visit [optumrx.com](https://www.optumrx.com), select My Account and scroll down to Mail Service Member Select. Or you can call the number on your member ID card for assistance.

What is a formulary?

Lists commonly prescribed medications from your plan's complete pharmacy benefit coverage list

- Identifies the medications available for certain conditions and organizes them into cost levels, also known as tiers
- Lets you know if there are any medication exclusions, or if any require prior authorization or step therapy, which may affect how medications are covered

To learn if your medication is covered, check your formulary on the app or online. You can also find out what you may need to do before filling your prescription.

What medication does the prescription drug list include?

The list has common medications placed into cost levels called tiers. Use the drug list to see what your plan covers. Or you can also find out if a medication has a generic. And learn if there are any plan requirements like prior authorization or quantity limits.

Reasons why your coverage or cost change

- Medications may move to another tier.
- Medications are no longer covered.
- You may have to get a prior authorization from your plan.
- You may need to try other medications first (step therapy).
- Medication may only be covered in certain quantities (quantity limits) or for a limited time period.

