

Michigan Public School Employees' Retirement System commonly asked questions

How can I call Optum Rx?

Medicare members	Non-Medicare members
1-855-577-6517	1-866-288-5209
Available 24 hours a day, seven days a week. Customer Service also has free language interpreter services available for non-English speakers.	
<p style="text-align: center;">TTY 711</p> Available 24 hours a day, seven days a week. This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.	
Fax: 1-866-235-3171	
Write: Optum Rx Member Services PO Box 29044 Hot Springs, AR 71903	
Website: optumrx.com	

How can I request a member ID card?

If your card is damaged, lost, or stolen, call Optum Rx and we'll send you a new card. Or a card can be downloaded from the Optum Rx mobile app.

How do I change my address?

Please call the Michigan Office of Retirement Services at **1-800-381-5111** to change your address or submit this update through miAccount at **www.michigan.gov/orsmiaccount**.

Members who use Optum® Home Delivery can update their mailing address by:

- Phone: Call the number on the back of your member ID card. Select **Home Delivery** prompt.
- Online: Sign in to **optumrx.com**. Select **Member profile > Shipping address**.

How can I obtain a copy of my pharmacy benefit materials?

Obtain a copy of pharmacy benefit materials either by phone or online:

- **Phone:** Call the number on the back of your member ID card.
- **Online:** **welcome.optumrx.com/mpser/forms**.

How can I receive my documents by email?

You can access the option to receive your claims summary/Explanation of Benefits (EOB) through the Optum Rx website. If you choose to do this, you'll get an email each month when your claims summary/EOB is ready to view online. You'll also get messages when other items are available, such as:

- Benefit and plan information
- Billing and payments
- Pharmacy care information
- Tax forms

Just follow 4 easy steps:

1. Sign in at **new.optumrx.com/secure/profile/communication-preferences**.
2. Click the **My account** tab.
3. Select **Communication preferences > Paperless settings for Required Communications**.
4. Update your option to **Paperless**.

What is a formulary and how do I use it?

A formulary or drug list is a list of prescribed medications chosen by your plan for their safety, cost, and effectiveness. Medications are listed by class and are placed into cost levels known as tiers. Each tier is assigned a coinsurance approved by the Michigan Public School Employees' Retirement Board. This coinsurance is how much you'll pay when you fill a prescription. The formulary includes brand and generic prescription medications approved by the U.S. Food and Drug Administration. Optum Rx is guided by the Pharmacy and Therapeutics Committee (a group of doctors, nurses, and pharmacists). They review which medications will be covered, how well the drugs work, the safety of the drugs, and overall value. The benefit plan design also helps determine the placement of medications on the formulary tiers.

You and your doctor can use the formulary to help you choose the most cost-effective prescription medications. The formulary listing tells you if a medication is generic or brand, and if special rules apply. Bring this list with you when you see your doctor. If your medication is not listed on the formulary, please visit [optumrx.com](https://www.optumrx.com). Once you have signed in, go to the information center tab or call the number on your member ID card in order to find coverage information. Drug coverage can also be found on the Optum Rx mobile app.

How can I find a network pharmacy in my area?

To find a network pharmacy, you can choose whichever method is easiest for you:

- **Online:** [welcome.optumrx.com/mpser/pharmacy-locator](https://www.welcome.optumrx.com/mpser/pharmacy-locator)
- **Phone:** Call Optum Rx Customer Service at the toll-free phone number on the back of your member ID card.

What are maintenance medications?

Maintenance medications are drugs you may take on a regular basis to treat conditions such as high cholesterol, high blood pressure, or diabetes. Starting out with a 30-day supply is cost-effective and avoids waste while you work with your doctor to determine what dosage and strength of the medication will work best for you. Once you and your health team have determined the right dose that is best suited for you, 90-day fills are a cost-effective and convenient way to access your maintenance medications.

All members can fill a 90-day supply at an in-network retail pharmacy or through Optum Rx home delivery.

Prescription delivery options

You have choices on where to fill your maintenance medications. You may fill your prescriptions at a retail pharmacy or have them mailed to your home—Optum Home Delivery is included in your network. Sign in to [optumrx.com](https://www.optumrx.com) to see all your network options.

What is a prior authorization?

A prior authorization (PA) requires your doctor to tell us why you're taking a medication to determine if it will be covered under your pharmacy benefit. Some medications must be reviewed because they may:

- Only be approved or effective for safely treating specific conditions.
- Cost more than other medications used to treat the same or similar conditions.

How do I know if my medication requires a PA?

- Ask your provider to run a test claim using the tool called PreCheck MyScript before sending your new prescription to the pharmacy.
- Call Optum Rx at the number on your member ID card.
- Sign into optumrx.com > **Member tools**
 - Click **Drug pricing and information**.
 - Enter the drug name and dose. If the drug/dose you entered needs a PA, you'll see an alert below the drug name stating a PA is required.

How does the PA process work?

If your doctor prescribes a medication that requires a PA, you, your pharmacist, or your doctor can begin the process by calling Optum Rx at the number on the back of your member ID card. We'll work with your doctor's office to get the information necessary for a PA review. Your doctor can also submit the PA request electronically.

If the PA is approved, you may continue to fill your prescription using your pharmacy benefit. If the PA is not approved, you may still get the medication, but you must pay the full cost. Consult with your doctor for other possible treatment options.

What do I do if I have a problem or concern?

If you're unsure whether a prescription drug is covered, you or your doctor can contact Optum Rx and ask about coverage. Optum Rx will share how your benefits and coverage are applied and will inform you about the cost of your prescription drug. The plan will determine coverage. Most prescriptions are covered. However, if it's determined that a drug is not covered and you disagree with the decision, you can file an appeal.

An appeal is a formal way of asking Optum Rx to review and change a coverage decision. When you submit an appeal, Optum Rx will review the coverage decision to check if all rules were properly followed. Your appeal is handled by different reviewers than those who made the original decision. When Optum Rx has finished the review, they will let you know the decision. Contact Optum Rx Customer Service at the number on the back of your member ID card for instructions on how to file an appeal.

What are specialty medications?

An injected, infused, oral, or inhaled medication is defined as a specialty medication if it:

- May need ongoing clinical oversight and extra education.
- Has unique storage or shipping needs.
- May not be available at retail pharmacies.
- May need infusion or home nursing.

Find a pharmacy to fill a specialty prescription

You have choices on where your specialty prescriptions are filled.

To find an in-network pharmacy to fill your specialty prescription, sign in at new.optumrx.com/secure/drug-pricing.

Enter your medication name. Below the drug price results, you'll find a list of network pharmacies available to fill your prescription.



For other benefit questions, please refer to your benefit booklet, which can be found on welcome.optumrx.com/mpser/forms.



Optum Rx 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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