

Mail Service Member Select program frequently asked questions

Am I being forced to fill my prescriptions from Home delivery / Mail Order?

No. You can choose to fill at home delivery or retail (Member Select). Filling with home delivery could save you money.

Will my prescriptions be auto-enrolled the home delivery?

No. You choose where you would like to fill your prescriptions (retail or home delivery) by calling **1-844-368-8740**.

I want to keep using my retail pharmacy.

What do I need to do?

Call OptumRx at **1-844-368-8740** and ask to opt out of the Mail Service Member Select program. Members may also go to **optumrx.com** to opt-out.

What happens if I do nothing?

After 2 retail fills, your claim will not process until you call and let us know your decision.

I would like try the additional savings and convenience that home delivery will provide. What do I need to do?

Call OptumRx at **1-844-368-8740** and let them know you want to enroll in home delivery. They will be ready to help you transfer your prescription.

Can I pay less for my generic medications?

To encourage member utilization of home delivery services for generic drugs, the SHBP Plan Design Committee (PDC) approved a resolution to reduce the copayment for generic prescriptions. Beginning **November 1, 2019**, active State and local employees will pay \$0 for a 90-day supply of generic prescriptions filled through the home delivery program. This incentive will continue for at least one plan year, subject to renewal by the SHBP PDC.

I am on Medicare. How does this change affect me?

The program does not apply to Medicare retirees.

What do I need to do?

Just call OptumRx at **1-844-368-8740** or visit **optumrx.com** and let them know your decision before the retail fill period expires to avoid any interruption.

- You can keep using a retail pharmacy with no penalty. Call **1-844-368-8740** or visit **optumrx.com**.
- When you call into OptumRx, they will tell you how you can save money with home delivery. You can still choose to go to a retail pharmacy, just let them know.
- You always have the option to enroll in home delivery at any time, even if you have previously opted-out.