

Frequently asked questions:

Filling prescriptions with OptumRx



General questions

Who is OptumRx®?

OptumRx is the pharmacy care services manager for your plan. We are committed to helping you get the most out of your prescription drug benefit. We provide safe, easy and cost-effective ways for you to get the medication you need.

What is a prescription drug list (PDL)?

A PDL is a list of commonly prescribed medications. The list includes both brand-name and generic medications approved by the Food and Drug Administration (FDA). Medications are listed by common categories or classes and then placed into tiers that represent the cost you pay out-of-pocket. The PDL also tells you which medications have prior authorization, quantity limits and step therapy coverage requirements.

Using the PDL can help you and your doctor make informed decisions about your medications and may help you save money.

What are tiers?

The PDL is broken out into sections called tiers. Tiers tell you the amount you pay for your prescription. Tier 1 medications provide the highest overall value with the lowest out-of-pocket costs.

Choosing medications in lower tiers may save you money.

Your cost / Drug tier*	Medication value and coverage
\$ Lowest / Tier 1	Highest overall value. Mostly generic drugs. Some brand drugs may be included.
\$ Mid-range / Tier 2	Good overall value. Mix of brand-name and generic drugs.
\$\$\$ Higher / Tier 3	Lowest overall value. Mostly brand drugs, some generics. Ask your doctor if a Tier 1 or 2 option could work for you.

Prior Authorization

What is Prior Authorization?

Prior Authorization (PA) means you must obtain approval for certain medications to be covered by your plan.

Why do some medications require PA?

The PA process is used to determine if the medication is covered based on the prescription drug plan benefit design.

How does Prior Authorization work?

Before coverage can be obtained, the medication must be approved by OptumRx.

How do I know if I take a medication that requires prior authorization?

Check your PDL on the UnitedHealthcare® Health4Me® app or myuhc.com. If you see "PA" next to your medication, you need a prior authorization. You can also talk to your doctor about whether another option could work for you.

How do I request a prior authorization?

Your doctor will need to provide information about why you are taking a medication. To start the process, you can:

1. Call OptumRx to request a prior authorization. With your permission, we will contact your doctor.
2. Ask your doctor to contact OptumRx directly.

Quantity limits

What is a quantity limit?

This is a limit on the amount of medication covered over a period of time. You will only be able to get a certain amount of covered medication each time you fill.

Why are there quantity limits?

Some medications have quantity limits for quality and safety reasons.

How are quantity limits determined?

Our review committee of independent doctors and pharmacists meets regularly to review medications and consider how they should be covered by pharmacy benefit plans. Often quantity limits are based on:

- FDA approved indications
- Manufacturer's package labeling instructions
- Well-accepted or published clinical recommendations.

How do I fill a prescription that has a quantity limit?

Check your PDL on Health4Me or online. If your medication has a "QL" by it, there is a quantity limit restriction. Either you or your doctor can contact OptumRx. Make sure your prescription is written for the covered amount. In some cases, if your prescription is written for more than what your plan covers, you or your doctor will need to request a prior authorization to confirm coverage.

Step Therapy

What is Step Therapy?

Some medications may have lower-cost equivalents available. Step Therapy requires that you first try a more cost-effective medication before your plan will cover a more expensive option.

How do I know if my medication requires step therapy?

Check your PDL on Health4Me or online. If you see "ST" next to your medication, you will need to try a lower-cost option before a higher-cost medication will be covered. Talk to your doctor about what options could work for you.

Need more information?

- Talk to your doctor
When you talk with your doctor, use Health4Me to confirm coverage and costs. You can also talk about what you need to do to get your medication or whether a lower-cost option could work for you.
- Review the PDL at myuhc.com.
- Call customer service at **the number on your member ID card**.

OptumRx home delivery

Why should I choose home delivery?

Using home delivery through OptumRx offers you several benefits.



Cost savings. You may pay less for a 90-day supply of the medications you take regularly.



Convenience. Medication is delivered right to your door, which means fewer trips to the pharmacy. And standard shipping is always free.



24/7 access and reminders. Speak to a pharmacist who can answer your questions any time.

How do I sign-up for home delivery?

Whether you have a new prescription or need to transfer an existing one, it's easy to get started with OptumRx:



ePrescribe. Ask your doctor to send an electronic prescription to OptumRx.



Online. Visit myuhc.com or use **Health4Me**. From there, you can fill new prescriptions, transfer others to home delivery, and more.



Phone. Call the toll-free number on your member ID card to speak with a customer service advocate.

How long will it take to get my prescriptions?

Once OptumRx receives your completed order for a new prescription, your medication should arrive within four to seven business days.

Completed refill orders should arrive in about seven business days.

More information



Visit myuhc.com



Call us toll free at the number on your member ID card



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