Sarah Lawrence College 1 Mead Way Bronxville, NY 10708



SARAH LAWRENCE

>000001 001 P51036 FIRSTNAME MI LASTNAME **123 STREET NAME APT 101** CITY, ST 60000



Dear FIRSTNAME,

Welcome to OptumRx. Our team of pharmacists, care managers and customer service advocates work to get you the medication you need, conveniently and cost-effectively.

We invite you to read through the enclosed materials and the overview below for details about your new pharmacy care services.

Identification cards

Your health plan will send new ID cards with OptumRx pharmacy information. Keep your new ID cards in a safe place. Begin using your new ID cards once your plan is effective.

Automatic Refill Program

Save yourself even more time with our Automatic Refill Program. It's an easy way to get automatic refills for the medications you take regularly. When it's time to refill your prescriptions, we'll contact you to let you know your order will ship soon. We will then bill your approved payment method on file and send a 3-month supply right to your door. To sign up, and to learn which medications are eligible for the program, visit **optumrx.com**.

Retail pharmacies

Your plan's retail pharmacy network has thousands of retail pharmacies – including national chains and most independent pharmacies. For a complete list of participating pharmacies, use the Pharmacy Locator tool on the OptumRx App, at optumrx.com or call a customer service advocate at **1-855-546-3439**. TTY **711**.

Specialty pharmacy

Optum[®] Specialty Pharmacy is part of your benefit program. They offer specialty medications and clinical support for complex conditions like cancer and arthritis. To learn more, call 1-855-427-4682.

Generic medications

Pay less for generics — safe, effective medications that usually cost less than brand-name medications. When you talk with your doctor, ask if a generic option could be right for you.

Things to do before coverage begins Pre-register your account at your

Helpful tips

manage your pharmacy benefits. with the tools that will help you optumrx.com to become familiar

Your plan may require one or more

Know your plan

3 If currently using home delivery, 2 Let your doctor know your pharmacy benefit is moving to OptumRx, and check to see if you have refills make sure you have at least a remaining on your prescriptions

- Set up your online account at **optumrx.com** or download OptumRx app the
- 2 Review your formulary:
- **3** Fill your prescriptions: Check for lower-cost options

get the medication you need

effective ways to help you

providing safe,

easy and cost-

experts are committed to

manager.

Our pharmacy care

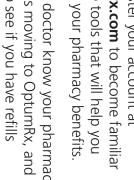
pharmacy

care services

OptumRx is your plan's

- Things to do after your coverage begins
- Find out if you need to take action before filling your first prescription
- Have your member ID card ready Select a network pharmacy

Use home delivery for maintenance



one-month supply of medication on hand during the transition. amount of each prescription Quantity limits lower-cost medications before another Step therapy – approval to get a medication **Prior authorization** your prescription: of the following before you can fill

Trying one or more

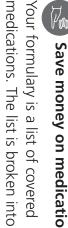
Your plan's

Getting a certain

to do to get your medication. You can also talk about what you need our app to confirm coverage and costs When you talk with your doctor, use



Talk to your doctor



sections called tiers (or cost level

Save money on medication

Generic medications usually have a Choosing medications in lower tiers may save you money.

medications. Ask your doctor if a lower copay than brand-name

Once your coverage begins:

my prescriptions? Where



OptumRx home delivery

Order up to a 90-day supply of the medication you take regularly for less. There's no charge for standard shipping to U.S. addresses.

Set up home delivery online, with the app or by calling OptumRx.

If you choose to call, please have the following items ready:

- Your doctor's contact information Names and strength
 - of current medications
- Payment information



Network retail pharmacies

OptumRx network retail pharmacy. Sign in to your account, call customer Show your member ID card at any use the app to find network pharmacies service or



Welcome



to OptumRx



plan's pharmacy care services manager.



OptumRx is your



OPTUM

Download the OptumRx app

Once your coverage starts, manage your home delivery prescriptions from your smartphone or tablet. The OptumRx app makes it easy to renew or refill your prescriptions and more day or night. Get the app by searching for OptumRx in the Apple® App Store® or Google PlaySM.

24/7 support

With OptumRx home delivery, pharmacists are available 24 hours a day, 7 days a week to answer questions about your medications or prescription benefits.

Questions?

Visit **optumrx.com** to pre-register and get familiar with all of the tools available to you through OptumRx. After your plan is effective, visit **optumrx.com** to get all of the latest details about your benefits. Or call us at 1-855-546-3439, TTY 711, and we'll be happy to help¹.

Next steps

Your OptumRx pharmacy benefit isn't effective yet, but you can plan ahead. Pre-register now at **optumrx.com** to set up your online account and explore the pharmacy benefit management tools that will be available to you. Download the OptumRx App so you'll be ready to manage your medication on the go. Keep your identification card in a safe place until your plan becomes effective. We look forward to serving you.

Sincerely, The OptumRx Team



Questions?

Log in to optumrx.com.



Open the OptumRx app.



service at the on your customer Or call cunumber



¹ To report any concerns and/or suspected errors, call the number on the back of your card.

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Prescriptions from OptumRx should arrive within 5 business days after we receive the complete order. OptumRx will contact you if there will be an extended delay in the delivery of your medications.

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