



OptumRx is your plan's pharmacy care services manager. Our pharmacy care experts are committed to providing safe, easy and cost-effective ways to help you get the medication you need.

Things to do before your coverage begins

- 1 Pre-register your account at optumrx.com to become familiar with the tools that will help you manage your pharmacy benefits.
- 2 Let your doctor know your pharmacy benefit is moving to OptumRx, and check to see if you have refills remaining on your prescriptions.
- 3 If currently using home delivery, make sure you have at least a one-month supply of medication on hand during the transition.

Things to do after your coverage begins

- 1 Set up your online account at optumrx.com or download the OptumRx app
- 2 Review your formulary:
 - Find out if you need to take action before filling your first prescription
 - Check for lower-cost options
- 3 Fill your prescriptions:
 - Have your member ID card ready
 - Select a network pharmacy
 - Use home delivery for maintenance medication, refill reminders, and more.

Helpful tips



Know your plan

Your plan may require one or more of the following before you can fill your prescription:

- Prior authorization** — Your plan's approval to get a medication
- Step therapy** — Trying one or more lower-cost medications before another
- Quantity limits** — Getting a certain amount of each prescription



Talk to your doctor

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



Save money on medication

- Your formulary is a list of covered medications. The list is broken into sections called tiers (or cost level you pay).
- Choosing medications in lower tiers may save you money.
 - Generic medications usually have a lower copay than brand-name medications. Ask your doctor if a generic is right for you.

Sarah Lawrence College
1 Mead Way
Bronxville, NY 10708



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SARAH
LAWRENCE
COLLEGE

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.

Once your coverage begins:

Where will I fill my prescriptions?



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

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



Welcome to
OptumRx

Questions?

Once your coverage begins:



Log in to optumrx.com.



Open the OptumRx app.



Or call customer service at the number on your member ID card.



OptumRx is your
plan's pharmacy care
services manager.



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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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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