



Welcome to OptumRx  
Your Prescription Benefit Program





OptumRx offers you more ways to improve your health, while keeping medications more affordable and accessible.



# Welcome to OptumRx

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OptumRx manages your pharmacy benefits on behalf of your plan sponsor. Your pharmacy benefit plan helps you and your eligible family members get the prescription drugs you need at affordable costs. We look forward to helping you make informed decisions about your medicine.

We understand that it is important to get the right prescription drug at the right time. Your plan's pharmacy network can help.

## Retail Pharmacies

Your plan's retail pharmacy network includes many national chains and most independent pharmacies. For a complete list of participating pharmacies, use the Locate a Pharmacy Tool at **[www.PrescriptionSolutions.com](http://www.PrescriptionSolutions.com)** or call one of our helpful Customer Service Advocates at **1-800-797-9791 (TTY 711)**.

## Mail Service Pharmacy

Obtaining maintenance drugs — those you take on an ongoing or regular basis — through OptumRx™ Mail Service Pharmacy is safe, easy and affordable. You can get up to a 90-day supply of most maintenance drugs delivered right to your mailbox, often for less than they cost at a retail pharmacy. If you take one or more drugs on an ongoing basis, we encourage you to try the Mail Service Pharmacy. Our website, **[www.PrescriptionSolutions.com](http://www.PrescriptionSolutions.com)**, makes it easy to manage your prescriptions. If you have not already done so, we encourage you to register at our website as soon as your pharmacy coverage begins.

## Making Health Care Work Better for Everyone

OptumRx (formerly Prescription Solutions) is part of Optum, a leading provider of integrated health services. Our goal is to help make the health care system work better for everyone.

From all of us at OptumRx, we look forward to serving you and helping you make informed prescription drug choices.



# Our Website

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Our website, [www.PrescriptionSolutions.com](http://www.PrescriptionSolutions.com), is easy to use and offers a fast, safe and secure way to refill mail service prescriptions, manage your account, get drug pricing, find helpful information and more.

You can register to use the website on the day your pharmacy benefits begin with OptumRx. Registration is free and takes only minutes.

Visit [www.PrescriptionSolutions.com](http://www.PrescriptionSolutions.com) and:

- Click Register Now
- Enter the required information
- Click Submit

Once you register, you can use your online account to:

- Refill mail service prescriptions
- Shop for medical supplies and over-the-counter products
- Learn how much a drug may cost you
- Get detailed information on thousands of prescription drugs
- Learn about managing your health in the Consumer Health Education section

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You can also use these helpful tools to manage your drugs:

**Medication reminders** — sign up for text messages that remind you to refill or take your medicine

**My Medicine Cabinet** — use this virtual medicine cabinet to see the status of your active mail and retail prescriptions. You can also refill, renew and transfer your prescriptions from retail to mail service, or add over-the-counter medicines you take

**Claims history** — view past prescription claims

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# Your Mail Service Pharmacy

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The OptumRx Mail Service Pharmacy delivers up to a three-month supply of most maintenance drugs right to your door. These are drugs you take on a long term or ongoing basis. When you use mail service instead of a retail pharmacy, you often pay less for the same drug. Plus, there is no charge for standard shipping to U.S. addresses.

You'll save money and be able to:

- Talk with a licensed pharmacist 24 hours a day, 7 days a week
- Get the same brand-name and generic drugs you get from your retail pharmacy

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## Here's How it Works



1. Your prescription order enters our processing system.



2. A pharmacist reviews your dosage and checks for drug interactions and allergies.



3. For added safety, another pharmacist double checks your order for accuracy after it is dispensed.



4. For security, we mail your drugs in a plain, tamper-evident package.

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# Get Started with Mail Service

## OptumRx makes getting your medications convenient.

Mail service is an easy way to receive your maintenance drugs. And you may save money. To get started, talk to your doctor about using OptumRx Mail Service Pharmacy. Be sure to ask for a new prescription for up to a 90-day supply with three refills. Then choose one of these easy ways to place your order:



### Option 1

Call OptumRx at **1-800-797-9791 (TTY 711)**. We will contact your doctor and help you get you started with mail service.



### Option 2

Remove the order form inside this booklet and complete it. Then mail it with your prescriptions in the enclosed envelope.

## Timely Reminders

Sign up to get text messages and email reminders. They will help you remember to take your drugs, and when to refill them. Plus, our online calendar gives you, your family and caregivers helpful tips and alerts.

To get started, go to **[www.PrescriptionSolutions.com](http://www.PrescriptionSolutions.com)**. Then create or log in to your account. Next, click on Manage My Account, followed by Manage My Medication Reminders. You can also use our mobile site at **[m.PrescriptionSolutions.com](http://m.PrescriptionSolutions.com)**.



# Retail Pharmacy Network

Your plan's large network of retail pharmacies lets you go to many chain and independent retail pharmacies. Finding one close to you is easy. Just visit [www.PrescriptionSolutions.com](http://www.PrescriptionSolutions.com). Then use the Locate A Pharmacy tool. If you still need help, call Customer Service at the number on the back of your ID card.

## Using your Member ID Card

Show your ID card each time you fill a prescription at a network pharmacy. They will enter your card information and collect your share of the payment.

If you do not show the pharmacy your ID card, or you fill a prescription at a non-network pharmacy, you must pay 100% of the pharmacy's price for the drug. If the drug is covered by your plan, you can be reimbursed. Just send OptumRx a Direct Member Reimbursement Form with the pharmacy receipt. For a copy of the form, go to [www.PrescriptionSolutions.com](http://www.PrescriptionSolutions.com), or call the Customer Service number on the back of your ID card.

**Please note:** Your plan may not cover prescriptions filled by pharmacies outside the network. If your prescription is eligible for coverage, the reimbursement amount is based on the network pharmacy's cost for the drug, minus your copayment or coinsurance.

All claims are subject to your pharmacy benefit plan's rules and limits. Please see your benefit plan documents for specific coverage information.





# Generic Drugs

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A generic drug (also known as a generic equivalent), is comparable to a brand-name drug. Generic drugs work the same way in the body, and have the same ingredients, strength, dosage and form as their brand-name counterparts. Generic drugs are safe and effective. Like all prescription drugs, generics are fully tested and FDA approved. Nearly three out of four drugs prescribed in the United States are generics.\*

## **Can generic drugs save me money?**

Yes. Generic drugs often cost 80 to 85% less than brand-name drugs. Because of this, you often pay your lowest copayment or coinsurance for generics. Your plan also pays less for generics. By using generics, you help your plan keep your coverage more affordable.

## **Can I get my prescription drugs in generic form?**

Generics are available for many, but not for all brand-name drugs. When generic drugs exist, many plans require you to use them. You and/or your doctor can ask for the brand-name drug, but you may pay more — up to the entire cost of the drug, depending on your plan.

## **What if my brand-name drug doesn't have a generic?**

Ask your doctor or pharmacist if there is a generic alternative for your brand-name drug. A **generic alternative** may not have the same ingredients as the brand-name drug, but it treats the same illness.

## **How can I lower my costs with generics?**

Start by talking with your doctor or pharmacist. To prepare:

- Make a list of your current drugs. Then go over it with your doctor or pharmacist to see if any generic drugs may be right for you.
- When you are prescribed a new drug, ask if a generic is right for you.
- Tell your pharmacist you prefer generic drugs whenever possible.

\* Expanding the Use of Generic Drugs. December 2010.  
<http://www.aspe.hhs.gov/sp/reports/2010/GenericDrugs/ib.shtml>. Accessed January 23, 2012.





# Taking Your Prescription Drugs As Directed

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Taking drugs exactly as prescribed by your doctor or pharmacist can improve your health. Missing doses or stopping drugs early can also lead to serious problems. Follow these tips to get the most from your prescription drugs:

- Read the label carefully before taking any drug.
- Ask your doctor or pharmacist what to do if you miss a dose.
- Take each drug as directed, including the correct amount, the correct number of times a day, week, or month, and at the right time of day or night.
- Talk to your doctor or pharmacist before you stop taking a drug, even if you feel better.
- Do not crush or split tablets without talking to your doctor or pharmacist first.
- Keep a list of your current drugs, vitamins and supplements for your records. Include the names, when you take them and why. You may record them using the chart on the next page.
- Write down any problems you have with your drugs. Then discuss them with your doctor or pharmacist.
- Throw away outdated drugs properly. To learn how, call Customer Service, visit **[www.PrescriptionSolutions.com](http://www.PrescriptionSolutions.com)** or review the FDA guidelines by searching for “medication disposal” at **[www.fda.gov](http://www.fda.gov)**.
- Keep drugs away from heat, light and moisture. Never store them in the bathroom.
- Make taking your drugs part of your regular schedule.

# My Medications

Write down the names of all your prescriptions and other drugs in the chart below. Include why you take them, the prescribed dosage and directions for taking them. Use this list when you see your doctor or pharmacist.

Or go online to see a virtual record of your drugs. You can also keep track of your prescriptions and other drugs online. First, create your online account at **[www.PrescriptionSolutions.com](http://www.PrescriptionSolutions.com)**. Then, go to My Prescriptions, then My Medicine Cabinet.

Medication/Dosage:

Reasons for Taking:

Directions:

Medication/Dosage:

Reasons for Taking:

Directions:

Medication/Dosage:

Reasons for Taking:

Directions:

Medication/Dosage:

Reasons for Taking:

Directions:

Medication/Dosage:

Reasons for Taking:

Directions:

# Contact Us

When you have questions, issues or just want to learn more about your plan, there are many ways to contact us. We're here to help.

## Website

[www.PrescriptionSolutions.com](http://www.PrescriptionSolutions.com)

## Customer Service and Mail Service Pharmacy

For general benefit information, as well as mail service refills, order information, or to talk with a pharmacist: **1-800-797-9791 (TTY 711)**

## Refill Emergencies

If you need help getting your drugs due to an emergency or natural disaster, call Customer Service. When allowed by your plan, we can help you get an immediate refill from a local pharmacy.

If you are having a medical crisis, call 911 or contact your local emergency assistance service immediately.

## For Your Doctor

### Prior Authorization

Call **1-800-711-4555**, Option 1

Fax 1-800-527-0531

(5 a.m.-7 p.m., PT, Monday – Friday,  
6 a.m.-3 p.m., PT, Saturday)

### Specialty Pharmacy

Call **1-866-218-5445**

Fax 1-800-853-3844





Helping you make the most  
of your pharmacy benefits.



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# Prescription Solutions



## New Prescription Mail-In Form

**1** Please use black or blue ink and mail this completed order form with your new prescription(s).  
**DO NOT STAPLE OR TAPE PRESCRIPTIONS TO THE ORDER FORM.**

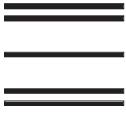
Primary Member ID Number: Plan Name:		(Additional coverage, if applicable) Secondary Member ID Number: Plan Name:	
Last Name		First Name	
MI		Apt. #	
Delivery Address			
City	State	ZIP	Phone Number (       )
Date of Birth (mm/dd/yyyy) /	Gender <input type="checkbox"/> M <input type="checkbox"/> F	Email	
Physician's Name		Physician's Phone Number (       )	
<b>2 Health history</b>			
If you are a new customer or your allergies or health conditions have changed, please indicate below. The information you provide will allow a more complete review of your current medication request.			
<b>Notes to Pharmacy:</b>			

Please complete order information on back side. 



PRESCRIPTION SOLUTIONS BY OPTUMRX  
 PO BOX 2975  
 MISSION KS 66201-1375

Post Office will  
 not deliver  
 without proper  
 postage.



RETURN ADDRESS

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**3 Generic substitution**

FDA-approved generic equivalents will be dispensed for brand-name medications whenever possible, unless you or your physician indicate otherwise. If you require brand-name medications, please list those medications with a “brand-name only” notation below. Note: brand-name medications may be subject to a higher cost.

**Notes to Pharmacy:**

**4 “Keep on file”. Do not ship.**

All prescriptions will be shipped unless otherwise indicated. If you are including any prescriptions that you want to keep on file for shipment at a later date, please list them below.

**Do not ship the following medications:**

**5 Payment and shipping information — do not send cash.**

Standard delivery is at no charge. Most orders arrive about 7 days from the date your completed order is received. If clarification of your order is required, delivery may take longer. If you would like overnight shipping, please indicate below. Please note that expedited shipping only affects shipping time, not the processing time of your order.

You may log on to [www.PrescriptionSolutions.com](http://www.PrescriptionSolutions.com) to see if drug pricing information is available before enclosing payment. Once shipped, medications may not be returned for a refund or adjustment.

- Ship overnight.** Add \$12.50 to order amount (subject to change).
- Check enclosed.** All checks must be signed and made payable to Prescription Solutions by OptumRx.
- Charge to my credit card on file.**
- Charge to my NEW credit card.** Visa, MasterCard, AMEX and Discover are accepted.

New Credit Card Number

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Expiration Date (Month/Year)

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Signature:

Date:

This credit card will be billed for applicable medications, overnight shipping and outstanding balances. I authorize Prescription Solutions by OptumRx to maintain my credit card on file as payment method for any future charges or outstanding balances. To modify payment selection, please contact Customer Service.