OPTUMRx®

CalPERS

Frequently asked questions about transitioning to OptumRx®

OptumRx will be the pharmacy benefits manager for your CalPERS prescription drug plan.
Effective date: January 1, 2017
Online: optumrx.com/calpers
Medicare/Part D Member Phone: 1-855-505-8106
Basic Member Phone: 1-855-505-8110
Mobile app for Basic members: OptumRx (starting January 1, 2017)

1 Who is OptumRx?

OptumRx will be your plan's new pharmacy benefits manager starting January 1, 2017. Our goal is to provide safe, easy and cost-effective ways for you to get the medication you need.

2 Which CalPERS health plans are affected by the transition to OptumRx?

The health plans affected by this transition include:

- PERS Select, PERS Choice, and PERSCare PPO plans (Basic and Medicare Supplement)
- Anthem Blue Cross Traditional and Select HMOs
- Anthem Blue Cross Monterey and Del Norte EPOs
- Health Net SmartCare and Salud y Mas
- Sharp Health Plan
- UnitedHealthcare SignatureValue Alliance

Blue Shield Access+, UnitedHealthcare Group Medicare Advantage PPO and Kaiser Permanente health plans are not affected by this change.

3 Are my plan's copayments changing?

No, the plan copayments for 2017 will remain the same as for the 2016 Plan Year. However, due to formulary changes, some medications may be in different tiers, which could impact your cost share.

4 Will I receive a new member ID card?

Yes, during the second week of December 2016, the health plans will send new ID cards containing OptumRx information to Basic Members. Medicare/Part D members will receive two ID cards — one for medical services from the health plan and another for prescription medications from OptumRx. If you have not received your ID card by January 1, 2017, please contact your health plan or OptumRx as appropriate.

OptumRx will also send a welcome package that will include:

- a summary of your prescription benefit program;
- instructions on how to use your pharmacy benefits;
- a home delivery order form and return envelope; and
- helpful information to help you save money on your prescriptions.

5 How will I know if the medication I am currently taking will be covered with OptumRx?

You can call OptumRx Member Services to check for information on your plan's formulary and/or list of medications.

After January 1, 2017, you can check your plan's formulary or list of covered medications online at **optumrx.com/calpers** or on our mobile app. You can also find out what you may need to do before ordering it.

Frequently asked questions (continued)

6 Why would my medication cost change?

OptumRx will continue to look for ways to help make getting your medications more safe and affordable. Your coverage could change for several reasons including:

- Medications could change tiers
- Medications may no longer be covered
- You may be required to have a prior authorization
- You may be required to try other medications first
- Medications may only be dispensed in certain quantities

7 What is a formulary?

A formulary:

- Outlines the most commonly prescribed medications from your plan's complete pharmacy benefit coverage list
- Identifies the drugs available for certain conditions and organizes them into cost levels, also known as tiers
- Includes other programs, such as prior authorization and step therapy and exclusions, which may affect how medications are covered

To learn if your medication is covered after January 1, check your formulary or you can use our mobile app or go to our member website. You can also find out what you may need to do before ordering.

8 Are my plan's prescription medication exceptions changing?

Medications with quantity limit, prior authorization and/or step therapy requirements may differ from what your plan offers now. Starting January 1 2017, OptumRx will manage clinical medical exception requests and the prescription medication appeals process for CalPERS.

Note: If your drug was previously approved under CalPERS CVS/caremark coverage through a date after December 31, 2016, that approval is being transmitted to OptumRx to continue coverage of the drug through the date specified.

9 With OptumRx, can I continue to go to the same pharmacy?

You will have access to the OptumRx home delivery pharmacy or thousands of retail pharmacies, including all large national chains, and many local pharmacies. To find a network pharmacy in your area, use our mobile app or sign-in online at the member website on the back of your member ID card.

10 How will I fill a prescription at a retail pharmacy?

After your effective date, choose a pharmacy in your plan's network and present your member ID card at the pharmacy counter. Your insurance information will be entered and you will pay your share of the cost.

11 How can I get a 90-day supply of my medication at retail?

The OptumRx Select90 Saver program allows Basic Members to get up to a three-month supply of your medications from either mail order/home delivery by OptumRx or a Walgreens retail pharmacy. Your pharmacy benefit covers two 30-day fills from a retail pharmacy. After two fills, you must choose to fill your prescription through home delivery by OptumRx or a Walgreens retail pharmacy or you will pay a higher copayment.

Medicare Part D members can obtain a 90-day supply from any participating pharmacy, but you will pay a lower copayment if you choose to fill your prescription through home delivery by OptumRx or a Walgreens retail pharmacy.

12 Can I refill my mail order/home delivery prescription automatically with OptumRx?

Yes, Hassle-Free Fill℠ is the OptumRx automatic refill program for mail order/home delivery prescriptions. When you sign up for Hassle-Free Fill, OptumRx will:

- Call to notify you that your medication will ship soon (unless you cancel within three business days of the refill notice)
- Deliver your medication to the address on file with no shipping charge for standard delivery
- Bill your credit card for any copayment, coinsurance or amount due.

13 How do I enroll in Hassle-Free Fill?

Starting January 1, 2017, log in to your online account, set up a payment method and select which medications you want to fill automatically. You can also call OptumRx and we can help you enroll in Hassle-Free Fill.

14 Is my mail order/home delivery pharmacy changing?

Yes. Starting January 1, 2017, OptumRx will provide your home delivery service. Up until that date, CVS/caremark will be responsible for filling new and refilling existing prescriptions. On January 1, 2017, most home delivery prescriptions with remaining refills will automatically transfer to OptumRx from CVS/caremark home delivery. Prescriptions for certain medications will not transfer. Examples include controlled substances and expired prescriptions. In these cases, you'll need a new prescription from your doctor.

15 What are the advantages of using OptumRx home delivery?

Many members find OptumRx home delivery to be a convenient, cost-effective and safe option for medications they take regularly.

- Medications are delivered directly to your mailbox, which means fewer trips to the pharmacy
- You will receive up to a three-month supply, which may save you money on copays
- Pharmacists are available by phone 24 hours a day, 7 days a week, to answer questions
- You can set up automatic reminders to help you remember when to take your medication and refill your prescription

To learn more, go online to optumrx.com/calpers or use our mobile app.

16 How does OptumRx home delivery work?

- Order up to a three-month supply of medications you take regularly. Submit your order by phone, mail, online or through the mobile app.
- OptumRx fills your order, mails it to you and lets you know when to expect your delivery.

17 How do I order my prescriptions from OptumRx home delivery?

There are four ways to place a home delivery order:

- **Online.** Sign in at the website on the back of your member ID card or open the mobile app.
- **ePrescription.** Your doctor can send an electronic prescription to OptumRx.
- **Phone.** Call the toll-free number on the back of your member ID card.
- **Mail.** Download a form from **optumrx.com/calpers.** Then complete and mail it to OptumRx with your prescription.

18 Once I place a mail order/home delivery order, how quickly will I get my medication?

New prescription orders are delivered by standard U.S. mail and will arrive around 10 business days from the date OptumRx receives the order. Refills normally arrive within 7 business days.

19 I currently use mail order/home delivery. How can I make sure I don't run out of medication during the transition to OptumRx?

Keep using your current home delivery pharmacy prior to January 1, 2017. On January 1, 2017, most home delivery prescriptions with remaining refills will automatically transfer to OptumRx from CVS/caremark home delivery. Prescriptions for certain medications will not transfer. Examples include controlled substances and expired prescriptions. In these cases, you'll need a new prescription from your doctor.

20 Will I be able to see my pharmacy benefit information online?

Yes, after your plan moves to OptumRx, you will be able to access your prescription and home delivery information online at **optumrx.com/calpers** or through the mobile app.

21 How do I file a manual (paper) claim?

After January 1, 2017, OptumRx will process direct reimbursement (paper) claims for prescriptions paid out-of-pocket at a non-participating pharmacy. Please call OptumRx for assistance. If you have direct reimbursement (paper) claims prior to January 1, please forward to CVS/caremark for processing.

22 I receive a specialty medication through a specialty pharmacy. Do I need to take any action?

No. BriovaRx®, the OptumRx specialty pharmacy, will be reaching out to you and your doctor prior to January 1, 2017. In order to get started you can pre-enroll online at **briovarx.com/newpatient.**

23 Who can I talk to if I have more questions?

For more information, call OptumRx at the appropriate toll-free phone number starting August 12, 2016:

- **Medicare/Part D Member Phone: 1-855-505-8106**
- **Basic Member Phone: 1-855-505-8110**

optumrx.com

OptumRx specializes in the delivery, clinical management and affordability of prescription medications and consumer health products. We are an Optum® company — a leading provider of integrated health services. Learn more at **optum.com**.

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