



# About OptumRx

# Your Pharmacy Benefits through OptumRx

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## Starting Information

- 1 No Copay Changes for 2022
- 2 About OptumRx
- 3 Customer Service
- 4 OptumRx Mobile App and Portal

## Home Delivery

- 5 Where to Start?
- 6 How to Enroll

## Clinical Management

- 7 Formulary and Coverage
- 8 Prior Authorization Types

# What is OptumRx primarily responsible for?

### Claims Processing

Processing and Paying  
Prescription Drug Claims

### Drug Formularies

Developing and Managing  
Drug Formularies and  
Clinical Quality and  
Utilization Programs

### Network Pharmacies

- Contracting with a Network of Pharmacies
- Providing Home Delivery and Specialty Pharmacy

## Starting Information

# OptumRx Customer Service



### Designated OptumRx Team

- First contact resolution
- Enhanced training
- Empowerment to solve member needs
- Pharmacist video live chat
- Health care advisors



### CALL

Modernized IVR functionality and added voice commands to help ensure proper routing of calls and enhanced self-service functionality



### CHAT

Enhanced real time chat capabilities providing alternate channels to contact Customer Service

### COMMUNICATION PREFERENCE

You can set your own preferences to receive calls, texts, or emails from OptumRx.

# Questions? 866-441-2422

A close-up photograph of a healthcare professional, likely a nurse or doctor, wearing a light pink scrub top. A blue stethoscope is draped around their neck. They are holding a tablet computer with their right hand, and their left hand is positioned as if interacting with the screen. The background is a bright, out-of-focus clinical setting. An orange horizontal bar is overlaid on the lower portion of the image, containing the text 'Member App and Portal' in white.

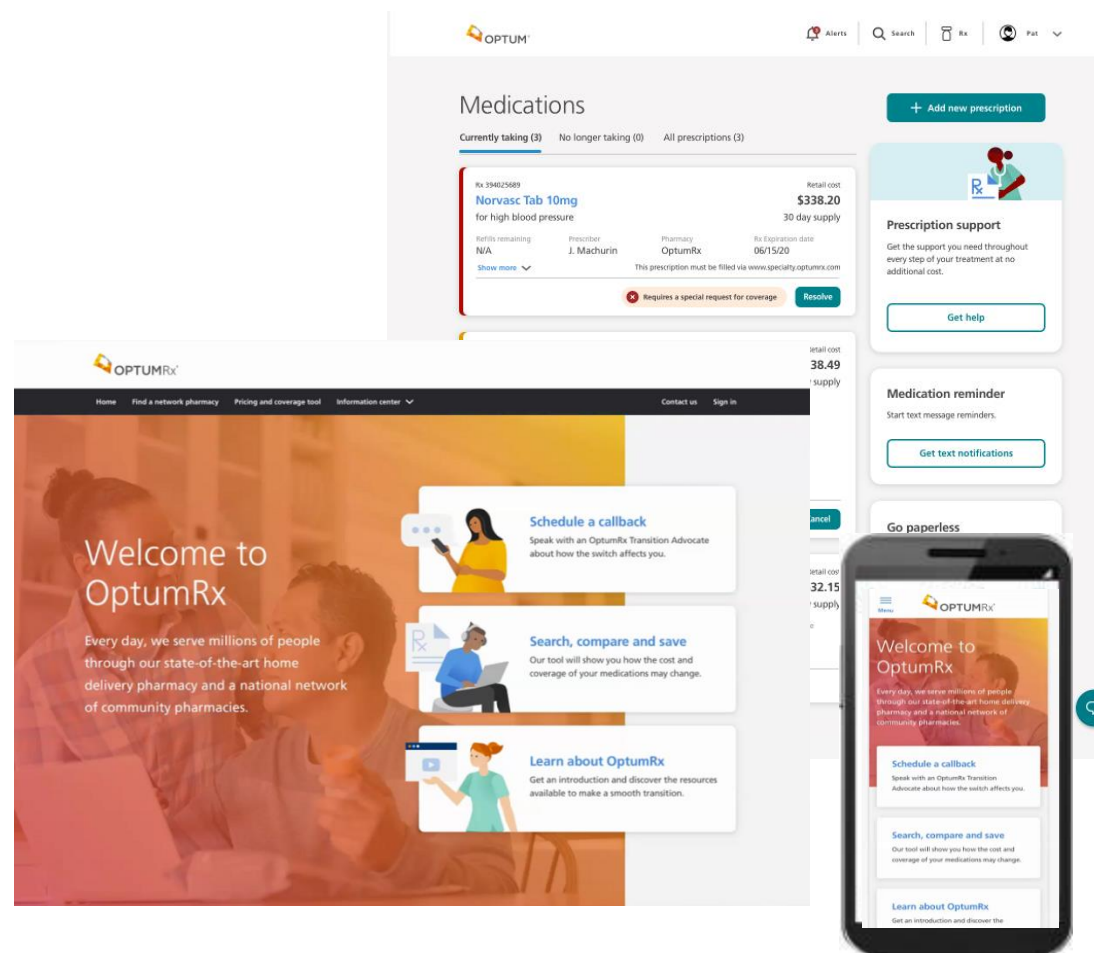
## Member App and Portal

# Starting Information

## Member portal and OptumRx App

Enabling eligible members to view and manage changes to their prescriptions

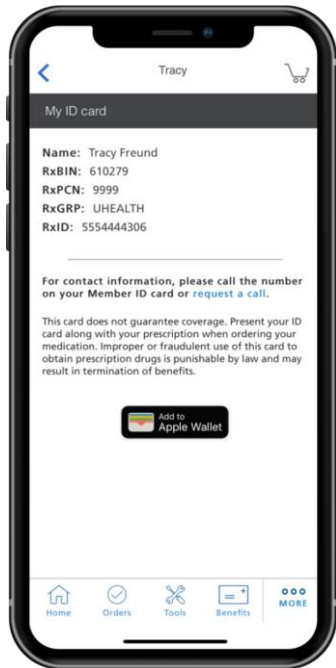
- ✓ View current prescriptions
- ✓ Add new prescriptions
- ✓ Alerts for prescriptions that are impacted by a move to OptumRx
- ✓ Select from list of possible actions to resolve changes to prescriptions
- ✓ Talk to an advocate if needed
- ✓ Enroll in Home Delivery



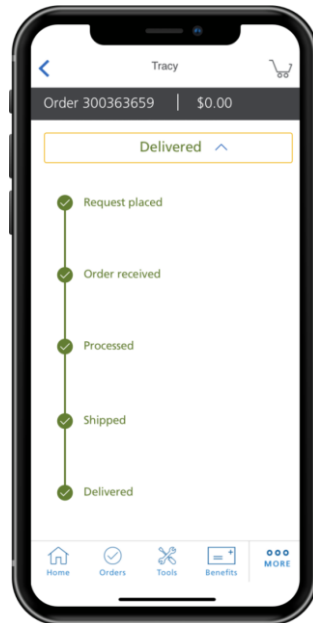
Features available for 1/1/21

# Starting Information OptumRx App

No more lost IDs!  
You can access your  
ID card from your  
phone



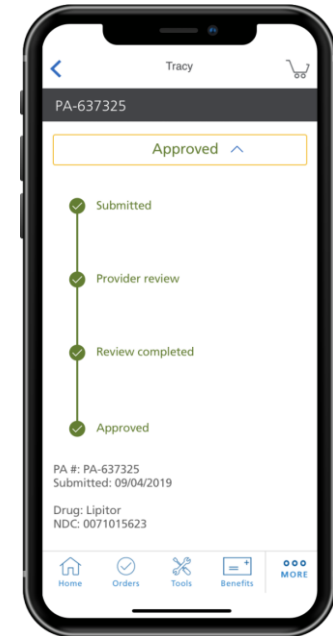
Track your  
orders, every  
step of the way



Automated push  
notification  
reminders



Track PA requests  
electronically



## Starting Information

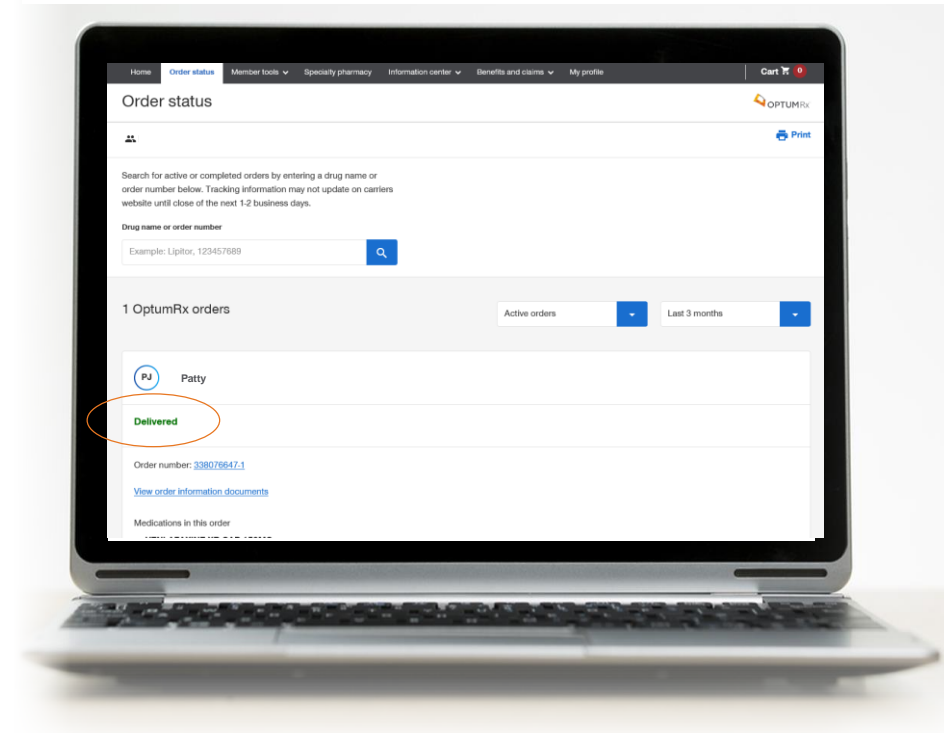
# Member Portal – [www.optumrx.com](http://www.optumrx.com)

Offering multiple ways to submit an order and real-time track it from order entry to delivery

Using the OptumRx App, Member Portal, or Customer Service phone number



- 1- Click check out from My Medicine Cabinet
- Order status simplicity easily access medication order number, date, when delivered and cost
- Centralized document repository for order history, medicine management and submission of claims







Home Delivery

# OptumRx pharmacy, now more than ever, is delivering value while working, learning, and safeguarding families at home

## Home Delivery of medications means:

- Obtain 3 months supply for maintenance medications and pay only 2 months copayment, saving you money!
- The ability to stay home — staying away from crowds and long pharmacy lines
- Simplified online ordering through our enhanced digital tools
- Same 90-day copay amounts are also available through CVS retail pharmacies



Clinical Management / Formulary and Prior Authorizations

## Clinical Management

# What is a formulary?

A formulary, or preferred drug list, is a list of FDA-approved medications that have been reviewed and recommended by a committee of practicing physicians and clinical pharmacists for their quality and effectiveness.

With the advice of this independent team, OptumRx makes updates twice a year to the formulary in place for Brown University (1/1 and 7/1).



# OptumRx Formulary

<b>TIER 1</b>	Only generic medications	\$6 for 30 day supply \$12 for 90 day supply
<b>TIER 2</b>	Mid-range, commonly used brand medications	\$30 for 30 day supply \$60 for a 90 day supply
<b>TIER 3</b>	Higher-cost brand medications	\$45 for 30 day supply \$90 for a 90 day supply
<b>Exclusions</b>	Medications that have lower costing clinical equivalents	Not covered or potentially require Prior Authorization



## Manage Utilization

Helps to highlight lower-cost alternative medications,



## Deliver Clinical Quality

Supports medication quality and safety through a clinically driven offering

# Formulary Communications

Formulary Update letters are sent out beginning 11/1 to Brown members potentially affected by the upcoming changes.

If you receive a letter, please review carefully and share with your physician as appropriate.

These letters will inform you if there are alternative medications to consider, or if there are any prior authorization requirements.

# Prior Authorization

Promoting appropriate and effective medication use

What Types of Prior Authorizations are there?

## Prior Authorization

- Is this the appropriate medication for the right situation?

## Step Therapy

- Are there clinically equivalent medications that have been tried first?

## Quantity Limits

- Is this the clinically appropriate amount of medication?



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OptumRx digital services

Learn more at  
**optumrx.com**

**Questions?**

**866-441-2422**

