

# Frequently asked questions about your pharmacy benefits with OptumRx

## Contact Information:

Online: [optumrx.com/calpers](https://optumrx.com/calpers)

Mobile app for Basic Members: **OptumRx**

Basic Member Phone: **1-855-505-8110**

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

## General questions

### Who is OptumRx?

OptumRx is your plan's pharmacy care services manager. Our goal is to provide safe, easy and cost-effective ways for you to get the medication you need.

### How can I find a network pharmacy?

You have access to the OptumRx<sup>®</sup> home delivery pharmacy and a large network of retail pharmacies, including large national chains and many local pharmacies. To locate network pharmacies in your area, use the OptumRx app. Visit [optumrx.com/calpers](https://optumrx.com/calpers) or call **1-855-505-8110**.

### How do I fill my prescription at a retail pharmacy?

Choose a pharmacy in your plan's network and present your member ID card at the pharmacy counter.

### How do I know if the medication prescribed by my doctor is covered by OptumRx?

To learn if your medication is covered, check your plan's formulary or list of covered medications online. You can also find out if there are any medication exclusions, or if your medication requires prior authorization or step therapy, which may affect how medications are covered.



## What is a formulary?

- Lists commonly prescribed medications from your plan's complete pharmacy benefit coverage list
- Identifies the medications available for certain conditions and organizes them into cost levels, also known as tiers
- Lets you know if there are any medication exclusions, or if any require prior authorization or step therapy, which may affect how medications are covered

To learn if your medication is covered, check your formulary on the app or online. You can also find out what you may need to do before filling your prescription.

## Why could my medication cost change?

OptumRx will continue to look for ways to help make getting your medications more 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 (pre-approval for benefit coverage)
- You may be required to try other medications first (step therapy)
- Medications may only be covered in certain quantities or in a specified time period

## Home delivery

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### What are the advantages of using OptumRx home delivery?

OptumRx home delivery is a convenient and cost-effective option for medications you take regularly.

- Medications are delivered directly to your mailbox, which means fewer trips to the pharmacy
- You will receive up to a 90-day 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

### How does OptumRx home delivery work?

- Order up to a 90-day supply of medications you take regularly. Submit your order online, through the app, by phone, or mail.
- OptumRx fills your order, ships it to you, and lets you know when to expect your delivery.

### Once I place a home delivery order, how quickly will I get my medication?

New and refill prescription orders are delivered by standard U.S. mail and will arrive within 7 to 10 days from the date OptumRx receives the completed order.

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

There are 4 ways to place a home delivery order:



**Go online.** Visit the website on your member ID card or open the app



**By ePrescribe.** Your doctor can send an electronic prescription to OptumRx



**By phone.** Call the toll-free number on your member ID card



**By mail.** Download a form from [optumrx.com/calpers](https://www.optumrx.com/calpers). Then complete and mail it to OptumRx with your prescription

## Can I manage my home delivery prescriptions online?

Yes, you are able to access your prescription and home delivery information online or through the mobile app. You can check order status, place prescription orders and set up convenient automatic refills.

## Specialty pharmacy

### Who is Optum Specialty Pharmacy?

Optum Specialty Pharmacy offers specialty medication support. Our patient care coordinators and pharmacists are highly trained to understand your special therapy needs.

### Why should I use Optum Specialty Pharmacy?

When Optum Specialty Pharmacy is the provider of your specialty medications, you don't have to worry about filling specialty medications at any other location, such as a retail pharmacy or your doctor's office. You'll also have access to experienced pharmacists and nurses who can provide information about why your medication was prescribed, how it works, and how to administer and store it. They're also available to help you manage any side effects or to answer any questions or concerns you may have.

### How will I receive my specialty medication from Optum Specialty Pharmacy?

We ship your medication wherever you need it — in safe, temperature-controlled and tested packaging — and shipping is at no cost to you.

### Who can I call if I have specialty pharmacy questions?

You can call Optum Specialty Pharmacy at **1-855-821-7217**.



## Preferred90 Program

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### Are all medications included in Preferred90 Program?

No. This program only applies to certain maintenance medications taken on an ongoing basis. Excluded are medications that are taken for a short period of time (such as antibiotics), select controlled substances or medications included in the specialty pharmacy program.

### What happens if I do nothing with my current maintenance medication?

You will need to switch to a 90-day fill, or you may pay more for your medication(s).

### How do I get started with Preferred90 Program?

Call the number on the back of your member ID card, any time. We will help transfer your medication to OptumRx home delivery.

If you wish to use a retail pharmacy, just ask your pharmacy if they can fill your medication for a 90-day supply.

## More information

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Visit [optumrx.com/calpers](https://optumrx.com/calpers)



Call OptumRx at the appropriate toll-free phone number:

Medicare/Part D member phone:  
**1-855-505-8106, TTY 711**

Basic member phone:  
**1-855-505-8110, TTY 711**



[optumrx.com/calpers](https://optumrx.com/calpers)

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](https://optum.com).

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# CalPERS Basic Prescription Drug Program Benefits At-A-Glance

OptumRx manages pharmacy care services for CalPERS. We are committed to helping you get the most from your plan benefits when making medication decisions with your doctor. We provide convenient, easy and cost-effective ways for you to get the medication you need.

## Your Prescription Benefit Program

	Maintenance		Non-maintenance	
Where	Preferred Pharmacy	Non-preferred Pharmacy	Any In-network Retail Pharmacy	Mail Order only
Day supply	90-day supply	90-day supply	Limited to 30 days	90 days
Tier 1 Generic	\$10	\$15	\$5	\$15
Tier 2 Preferred Brand	\$40	\$60	\$20	\$60
Tier 3 Non-preferred Brand	\$100	\$150	\$50	\$150
Customer Care	Visit <a href="http://optumrx.com/calpers">optumrx.com/calpers</a> or call us 24/7 toll free at <b>1-855-505-8110</b> (TTY 711).			

## Frequently Asked Questions

### About the Preferred90 program

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**Q. How can I find a Preferred90 pharmacy?**

**A.** Go to [optumrx.com/calpers](https://optumrx.com/calpers), choose the plan you are enrolled in, then click on **Find a Network Pharmacy**, or call our customer care representative toll free at **1-855-505-8110** (TTY 711).

**Q. My pharmacy is not a Preferred90 pharmacy. Do I have to transfer my prescription to a Preferred90 pharmacy?**

**A.** No, but if you continue to fill your maintenance medication for a 30-day supply, you may pay more for your medication(s). You should start filling your maintenance medication for a 90-day supply at a retail pharmacy or OptumRx Home Delivery. Ask your pharmacy if they can fill your medication for a 90-day supply.

**Q. How do I know what my copayment is for my medication at a retail pharmacy?**

**A.** To get an estimate of your prescription drug costs, visit [optumrx.com/calpers](https://optumrx.com/calpers) and click on the **Drug pricing tool**.

**Q. Can I get a 90-day supply of my maintenance medication at any retail pharmacy?**

**A.** Yes, if the pharmacy is contracted to dispense a 90-day supply. However, you may save money if you use a Preferred90 Saver pharmacy or OptumRx Home Delivery.

**B. How do I get my specialty medications filled?**

**A.** Your specialty medications will be filled through Optum Specialty Pharmacy. You can call Optum Specialty Pharmacy at **1-855-821-7217**.

### About the OptumRx drug list

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**Q. Where can I see the Prescription Drug List/formulary list of covered drugs?**

**A.** Visit [optumrx.com/calpers](https://optumrx.com/calpers) to find the Prescription Formulary drug list of covered drugs.

### About OptumRx home delivery

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**Q. How does OptumRx home delivery work?**

**A.** Order up to a 90-day supply of medications. You can submit your order via phone, mail, online or through the OptumRx app. Or, your doctor can electronically submit your prescription to OptumRx. OptumRx fills your order and mails it to you within seven days of placing the order. OptumRx will notify you if there will be a delay in delivering your order.

**Q. How do I order my prescriptions from OptumRx home delivery?**

- A.** You have 4 ways to place a home delivery order:
- Online. Visit [optumrx.com/calpers](https://optumrx.com/calpers) or open the OptumRx app.
  - On the phone. Call the toll-free number at **1-855-505-8110** (TTY 711).
  - Via mail. Download a form from [optumrx.com/calpers](https://optumrx.com/calpers), then complete and mail with your prescription.
  - Via ePrescribe. Your doctor can send an electronic prescription to OptumRx.

**Q. Once I place a home delivery order, how quickly will I get my medication?**

**A.** New and refill prescription orders are delivered by standard U.S. mail at no charge and usually arrive within four to seven days from the date OptumRx receives the completed order.

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## Questions?

Call a customer care representative toll free at **1-855-505-8110** (TTY 711).

Or visit [optumrx.com/calpers](https://optumrx.com/calpers).

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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](https://optum.com).

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## OptumRx Preferred90 Program

OptumRx and Walgreens make it easy for you to get your maintenance medications and may save you money.<sup>1</sup> The OptumRx Preferred90 Saver program allows you to get 90-day supplies of your medications at a reduced copay at nearly 8,200 Walgreens pharmacies or through OptumRx home delivery — the choice is yours.

### Here is what this means for you:

<b>Cost savings</b> You may pay less for your medication with a 90-day supply.	<b>Convenience</b> Your pharmacist is happy to answer your questions either at the pharmacy or by phone.	<b>Choice</b> Choose between OptumRx home delivery or nearly 8,200 Walgreens pharmacies.
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You may also be able to fill a 90-day supply of your maintenance medication at other in-network pharmacies that are contracted with OptumRx for a 90-day fill. However, you will not have any copay savings.

If you choose OptumRx home delivery		
	<b>Online</b>	Register at <b>optumrx.com/calpers</b> and follow the simple instructions.
	<b>Phone</b>	Call <b>1-855-505-8110</b> also located on your member ID card.
	<b>ePrescribe</b>	Your doctor can send an electronic prescription.
If you choose a Walgreens pharmacy		
	<b>At Walgreens with your member ID card</b>	Call or visit a Walgreens pharmacy and show your member ID card. They will help you fill a 90-day supply of your medication.
	<b>Online</b>	Register at <b>walgreens.com</b> and follow the simple instructions.
	<b>Mobile</b>	Transfer or scan your medications with the Walgreens mobile app.
	<b>ePrescribe</b>	Your doctor can send an electronic prescription.

<sup>1</sup>In most cases, your benefit plan design provides medication cost savings through home delivery or Walgreens.