

Specialty Pharmacy Q&A

What is a specialty medication?

OptumRx defines a specialty medication as a high-cost, injectable, oral, infused, or inhaled medication if it has one or more of the following attributes:

- Is **self-administered or administered by a health care provider** and used or obtained in either an outpatient or home setting.
- Has special storage or handling requirements such as needing to be refrigerated.
- May need close monitoring, on-going clinical management, and complete patient education and engagement.
- May not be available at retail pharmacies.

How will I receive my medication? Will it be delivered? When can I expect it?

All specialty pharmacies will deliver your medication to the location of your choice or the physician's office (depending on the medication) at no additional cost. Once your delivery is scheduled, refrigerated medications will be delivered overnight directly to you or your physician (depending on the medication) in a temperature-controlled package. Others will typically be shipped in one to three business days. Supplies will also be provided at no extra cost. To arrange delivery of your medication, contact OptumRx Specialty Pharmacy Program at 1-888-739-5820.

Provider - Medication that must be administered by a health care provider

- The provider should call OptumRx Specialty Pharmacy at 1-888-739-5820, 7 a.m.–9 p.m., CT, and speak with a patient care coordinator. If the medication is covered, OptumRx orders the medication, ships it to the Physician for administration, and submits a claim on a HCFA to UHCSR for the medication.

Member – script must be acquired through Specialty Pharmacy

- If a provider writes an RX to member for a Specialty Pharmacy medication, the Pharmacy will get a rejection message that tells the member to call OptumRx Specialty Pharmacy at 1-888-739-5820 who then advises the member to have their physician contact them.
- After the Physician contacts them, OptumRx will contact the member to arrange delivery.

What if I have an Emergency situation and need the medication the same day? Can I pick up the medication at a Retail Pharmacy?

In emergency situations, an emergency override can be requested. The physician will need to contact OptumRx at 800-711-4555 to provide the retail pharmacy contact information at which time an override will be entered to allow the student to have the prescription filled at a retail pharmacy. The override will work for any OptumRx participating pharmacy.

Who should I contact if I have more questions?

If you have additional questions about your medication, please call OptumRx Specialty Pharmacy Program at the numbers below. If you have additional questions about your benefits, please call the toll-free member phone number on the back of your health plan ID card.

OptumRx Specialty Pharmacy Program

- New Rx: 888-739-5820
- Existing Rx: 888-702-8423
- Oncology/Fertility – 888-980-8731, option 3

OptumRx Prior Authorization Department – 800-711-4555

- Fax number 800-827-0531
- Specialty Pharmacy Prior Authorization Fax number – 800-853-3844
- If script requires prior authorization, the physician's office will need to contact OptumRx Prior Authorization Department to complete the clinical review.