



OptumRx Pharmacy Services Transition Frequently Asked Questions for Members

OptumRx will be our new partner for pharmacy services, including mail order prescriptions, as of January 1, 2020.

What communications will Harvard Pilgrim send to subscribers and members about these changes?

- 1. Pharmacy annual notice of change (ANOC) mailing** – We will notify subscribers about our new PBM and mail service pharmacy provider via the pharmacy ANOC mailing. It will let them know to expect new member ID cards before the end of the year. Subscribers will receive the ANOC no later than November 1, 2019.
- 2. ID card mailings** – All members who have Harvard Pilgrim prescription drug coverage will receive ID cards with the OptumRx logo by the end of this year. Be sure to show your new ID card to your pharmacy for prescriptions filled on or after January 1, 2020.
- 3. OptumRx home delivery mailings and outreach** – For members who currently get mail order drugs through MedImpact Direct, we will transfer prescriptions with available refills automatically to OptumRx home delivery on January 1. In December and January, you will receive a welcome kit and phone call from OptumRx home delivery to help you set up your account and payments.

How does the change to OptumRx benefit me?

As a Harvard Pilgrim member, you will be able to manage your OptumRx mail order prescriptions and get updates on prior authorization status when you log in to your harvardpilgrim.org member account. Email and text alerts will be available for mail order prescription refill reminders and order status updates. You can also set up reminders for when it's time to take your medications.

Can I continue to get drugs at my current pharmacy?

Yes. OptumRx has more than 67,000 pharmacies nationwide. All the pharmacies our members have used historically are in the OptumRx network.

Do I need to get new prescriptions or transfer my current prescriptions?

No. Your current prescriptions will remain active at retail and specialty pharmacies. You will need to show your new member ID card with the OptumRx logo when you fill prescriptions on or after January 1.

Mail order prescriptions that have refills available will be transferred from MedImpact Direct Mail to OptumRx home delivery. If you currently use mail order, you will receive instructions on how to enroll.

I have received prior approval for a drug I take. Do I need to get approval again?

No. Any current prior authorizations will remain in place for the length of approval.

I was granted a formulary exception request for my drug. Do I need to request another exception?

No. Any current approved exceptions will remain in place for the length of approval.

Is the formulary changing?

Yes, there will be some formulary changes taking effect on January 1. These changes will be outlined in the annual notice of change mailing.

I receive my maintenance medications through the mail. Do I need to do anything different?

If you receive maintenance medications through the mail and have refills available, your prescriptions will be automatically transferred to OptumRx home delivery as of January 1. You will receive a mailing and follow-up phone call with instructions on enrolling and setting up payment.

I receive specialty medications that are mailed to me. Do I need to do anything different?

No. Our specialty pharmacy provider, CVS Specialty, is not changing. There is nothing you need to do.

Is Harvard Pilgrim's fertility pharmacy provider changing?

No. Village Fertility Pharmacy and Freedom Fertility Pharmacy will continue to be our fertility pharmacy providers.