

Frequently asked questions about transitioning to OptumRx

OptumRx will manage your State of New Jersey pharmacy benefit.

Before plan moves

Online: optumrx.com/stateofnewjersey
Member Phone: **1-844-368-8740**,
Monday through Friday, 9 a.m. to 9 p.m. ET
App for your smartphone: **OptumRx**

After plan moves*

Online: optumrx.com
Member Phone: **1-844-368-8740**,
24 hours a day, seven days a week
App for your smartphone: **OptumRx**

General questions

Who is OptumRx®?

OptumRx will be 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.

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

You will have access to the OptumRx home delivery pharmacy and a large network of retail pharmacies, including large national chains and many local pharmacies. To see a list of network pharmacies in your area, use our app, visit the website on your member ID card or call customer service.

Will I receive a new pharmacy ID card?

Yes, you'll receive a new member ID card and welcome materials a few weeks before your plan becomes effective.

How will I fill my prescription at a retail pharmacy?

On or after your effective date, choose a pharmacy in your plan's network and present your member ID card at the pharmacy counter. If you are refilling a current medication, the retail pharmacy does not need a new prescription.

Will the medication I'm currently taking be covered with OptumRx?

To learn if your medication is covered, check your plan's formulary or list of covered medications online on or after your effective date. You can also find out what you may need to do before filling the prescription.



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What is a formulary?

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 at optumrx.com/stateofnewjersey. You can also find out what you may need to do before filling your prescription.

Will the same preferred drug list be used for retirees under Optum that was used by Express Scripts?

No, the OptumRx preferred drug list is not the same as Express Script's.

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 those noted below. Members who will be impacted by a higher copay change will receive a letter in December.

- Medications could change tiers or may no longer be covered
- You may be required to have a prior authorization (pre-approval for 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

Will a list be available to check whether a medication is preferred or non-preferred?

Yes, the OptumRx open enrollment website will have the formulary list available as a reference. The OptumRx member services will also be available for questions.

If I have already gone through the Express Scripts step therapy program for a medication, will this be honored by OptumRx?

Yes, OptumRx will receive a file of all members who have already gone through the authorization process with Express Scripts in 2017. Please note that only active prior authorizations that have not expired will be transferred.

How are diabetic prescriptions and supplies (strips and lancets) covered under the new plan?

The only change would be formulary tier changes or if it's an exclusion on the premium formulary.

Will brand-name prescriptions be filled with generics? If so, what step should I take to ensure the brand is filled?

OptumRx home delivery will fill prescriptions with a generic medication unless otherwise told by the doctor or if the member requests brand.

For active members who pay their portion of the prescription costs through coinsurance, will the out-of-pocket costs at the pharmacy change?

Coinsurance is based on contractual guarantees that could vary based on what you had with ESI.

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Will Medicare Part D under Express Scripts be the same under OptumRx?

The Medicare Part D plan under OptumRx will have the same benefit design as the Medicare Part D plan under Express Scripts, and you will receive a summary of benefits in the first week of December. However, there are differences in the formulary that can be reviewed on the open enrollment website or on the formulary you receive in December.

Will OptumRx have an automatic refills program like Express Scripts for daily medications? If so, will Express Scripts forward medication and doctor information to OptumRx?

OptumRx does have a Hassle Free program that allows members to put their medication on automatic refill. This information will not be transferred to OptumRx. Members can elect to have this turned on through the OptumRx website or by contacting member services on or after the effective date. Members will be able to add this feature to their account after January 1, 2018.

Are there any medications that must go through a mail order process instead of retail?

The mandatory mail plans are allowed two retail 30-day fills before they must use mail service. If a member is utilizing a specialty medication, then the individual needs to use BriovaRx. Letters regarding this will be sent out to those members.

Some retail pharmacies fill a 90-day supply for the mail order copay. Will that be available through OptumRx? If so, which pharmacies?

Yes, OptumRx will allow a 90-day supply at retail. Copays will vary depending on plan.

Home delivery

What are the advantages of using OptumRx home delivery?

OptumRx home delivery is a convenient, cost-effective and safe 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, or by phone or mail
- OptumRx fills your order, ships it to you, and lets you know when to expect your delivery

Will my home delivery prescription(s) transfer to OptumRx?

Most home delivery prescriptions with remaining refills will automatically transfer. Prescriptions for certain medications will not transfer. Examples include controlled substances and prescriptions that have expired. In these cases, you'll need a new prescription from your doctor.

Will my billing information also transfer to OptumRx?

We know how important it is to keep personal information safe. Before we can ship your first home delivery order, you will need to set up your credit card or billing preference with OptumRx.

How do I order my prescriptions from OptumRx home delivery?

Once your coverage begins, there are four 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 the website on your member ID card. Then complete and mail it to OptumRx with your prescription

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.

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

Make sure to have enough medication on hand to last for one month after your plan moves to OptumRx.

Will I be able to manage my home delivery prescriptions online?

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

Specialty pharmacy

Who is BriovaRx®?

BriovaRx is the OptumRx specialty pharmacy. Our patient care coordinators and pharmacists are highly trained to understand your special therapy needs.

Why should I use BriovaRx?

When BriovaRx 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 BriovaRx?

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

Will my specialty medication automatically transfer to BrioVaRx?

Depending on your plan type, your specialty medications may automatically transfer to OptumRx specialty pharmacy. If you are a Medicare Eligible Retirees member or would like to confirm that your specialty medications have transferred, please call a BrioVaRx representative after your coverage begins* at **1-888-341-8579**. You can also register online at **briovax.com/newpatient**. BrioVaRx representatives will contact your doctor and take care of everything else.

Who can I call if I have specialty pharmacy questions?

You can call BrioVaRx, the OptumRx specialty pharmacy, at **1-888-341-8579**.

More information



Visit
optumrx.com/stateofnewjersey



or call us toll free at
1-844-368-8740, TTY 711,
Monday through Friday from
9 a.m. to 9 p.m. ET

* State employees paid through Centralized Payroll are effective December 23, 2017. All other members are effective January 1, 2018.



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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