Welcome to OptumRx

OptumRx® is now Sanford Health Plan's pharmacy care services manager.

Who is OptumRx?
As of January 1, 2019, OptumRx will be your plan’s pharmacy care services manager. Our pharmacy care experts are committed to providing safe, easy and cost-effective ways to help you get the medication you need.

Things to do before the transition on January 1, 2019
1. Let your doctor know your pharmacy benefit is moving to OptumRx.
2. Check to see if you have refills remaining on your prescriptions.
3. If currently using home delivery, make sure you have at least a one-month supply of medication on hand during the transition.

Things to do after your coverage begins
1. Set up your online account at optumrx.com or download the OptumRx App.
2. Review your formulary:
   • Find out if you need to take action before filling your first prescription.
   • Check for lower-cost options.
3. Fill your prescriptions:
   • Have your member ID card ready.
   • Select a network pharmacy.
   • Consider home delivery for maintenance medication, refill reminders, and more.
Helpful tips

��道你的计划

你的计划可能需要以下一种或多种才能填写你的处方:

Prior authorization — 您计划的批准以获取药物。
Step therapy — 尝试一种或多种成本较低的药物在另一种之前。
Quantity limits — 获取每种处方的一定数量。

与您的医生交谈

当你与您的医生交谈时，请使用我们的应用程序确认覆盖范围和费用。您也可以讨论您需要做什么来获取您的药物。

节省药物费用

您的药房是一个列出的药物列表。该列表被分成部分（或您支付的费用水平）。

- 在较低部分选择药物可能为您节省金钱。

Questions? 在您的覆盖范围开始时:

- 登录至 optumrx.com。
- 打开 OptumRx App。
- 通过拨打 (866) 833-3463 联系客户服务。

OPTUM® optumrx.com

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Welcome to OptumRx®!

Our team of pharmacists, care managers and customer service advocates are working to make sure you get the medication you need, conveniently and cost-effectively.

We invite you to read through the enclosed materials and the overview below for details about your new pharmacy care services, which will begin January 1, 2019.

Identification cards
Once your plan is effective, show the enclosed member ID card when you pick up a prescription. The card will help you pay the lowest price for your medication, and it has contact information for questions about your pharmacy benefits. If you fill your prescriptions at a retail pharmacy, simply present your new member ID card at the pharmacy counter.

Retail pharmacies
Your plans retail pharmacy network has thousands of retail pharmacies including national chains and most independent pharmacies. For a complete list of participating pharmacies, use the Pharmacy Locator tool on the OptumRx App, at optumrx.com or call a customer service advocate at (866) 833-3463, TTY 711.

Generic medications
Pay less for generics — safe, effective medications that usually cost less than brand-name medications. When you talk with your doctor, ask if a generic option could be right for you.

Download the OptumRx App
Once your coverage starts, manage your home delivery prescriptions from your smartphone or tablet. The OptumRx App makes it easy to renew or refill your prescriptions and more — whenever you need to, day or night. Get the app by searching for OptumRx in the Apple® App Store® or Google Play℠.

24/7 support
Customer Service available 24 hours a day, 7 days a week to answer questions about your medications or prescription benefits. Just call us at (866) 833-3463, TTY 711 any time.

Questions?
After your plan is effective, visit optumrx.com to get the latest details about your benefits, set up your online account and get familiar with all the other tools. Or call us at (866) 833-3463, TTY 711, and we’ll be happy to help.

Next steps
Keep your member ID card in a safe place until your OptumRx pharmacy benefit becomes effective. We look forward to serving you.

Sincerely,
OptumRx
Frequently asked questions about transitioning to OptumRx

Starting January 1, 2019 OptumRx will manage your Sanford Health Plan pharmacy benefit.

Learn about your plan after November 1
For HSA members: optumrx.com/enroll/sanfordhealthplan
For all other plans: optumrx.com/enroll/shpformula

After January 1, 2019
Online: optumrx.com
Phone: (866) 833-3463, TTY 711
24 hours, 7 days a week
App for your smartphone: OptumRx

General questions

Who is OptumRx®?
OptumRx will be your Sanford Health Plan's pharmacy care services manager. Our commitment is to help you get the most out of your prescription medication benefit. We 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?
OptumRx maintains over 67,000 pharmacies nationwide. Sanford Health Plan members have historically received medications from nearly all of the pharmacies in the network. However, if you are seeking medications from a new pharmacy, you should confirm that your pharmacy is in the OptumRx network. As of January 1, 2019, Accredo Specialty Pharmacy will no longer be part of Sanford Health Plan's network. After January 1, you will be able to go to optumrx.com or call (866) 833-3463, to help find a network pharmacy.

How will I fill my prescriptions at a retail pharmacy?
Choose a pharmacy in your plan’s network and show your member ID card at the pharmacy counter.

Will I receive a new member ID card?
Yes, you’ll receive a new member ID card and welcome materials a few weeks before your plan renewal.
Will the medication I'm currently taking be covered with OptumRx?

To learn if your medication is covered, check your plan’s Covered Drug List (formulary) online on or after your effective date. You can also find out if you need to do anything before filling your next prescription.

What information does the formulary include?

The formulary is a list of commonly prescribed medications covered by your plan. It also:

- Identifies medications for certain conditions and organizes them into cost levels called tiers.
- Lets you know if any medications require prior authorization or step therapy, which may affect how they are covered.
- Includes additional information about medications that may have quantity/supply limits or be considered specialty.

To learn if your medication is covered after your plan moves, check your formulary on the OptumRx App or optimrx.com. You can also find out if you need to do anything before filling your prescriptions.

Why could my medication cost or coverage change?

Your cost or coverage could change for several reasons including:

- Medications could move to a different tier.
- Medications may no longer be covered.
- You may be required to get 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.

Questions after Jan. 1?

Visit optimrx.com

or call us toll free at (866) 833-3463, TTY 711

OPTUM® optimrx.com

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 optimrx.com.

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