

OptumRx and Catamaran combine

to strengthen pharmacy benefit services

OptumRx and CatamaranRx have joined forces to deliver enhanced pharmacy benefit services and a better health care experience for our members. Your prescription claims will continue to be processed quickly and accurately. Below are more details about the combined company, known as OptumRx, and what it means to you.

Optum

1. **Why does Optum sound familiar?** Optum is a division of UnitedHealth Group. UnitedHealthcare (your medical provider) and United Behavioral Health (your Employee Assistance Program and behavioral health provider) are also under the UnitedHealth Group umbrella of companies. The programs and services provided by these companies are sometimes referred to as Optum programs.

Your id card

2. **Will I receive a new id card?** You will continue to use your current ID card. The processing information that pharmacies require to fill your prescription will not change. If you receive an updated ID card in the future, please protect your privacy by destroying the old ID card.

Pharmacies

3. **Can I go to the same pharmacy? How can I find pharmacies covered by my plan?** You can continue to visit the same network pharmacy you already use. If there are network changes in the future, we will notify you. To search for a network pharmacy near you, log in to your myCatamaranRx member website or call the member phone number listed on your current ID card.

Benefit and cost changes

4. **Will my benefits or medication prices change?** Your copays are not changing and coverage will remain the same. As with any formulary, changes occur each year. If a formulary change impacts you, you will be notified. These changes typically occur on January 1st.

Prior authorization

5. **My medication requires prior authorization. Will I need to go through this process again?** Current prior authorizations will remain active until they expire. You can find the expiration date in your original authorization letter, by calling customer services at the member number on your current ID card or by visiting your myCatamaranRx member website. OptumRx has also agreed to notify you by mail in advance of the expiration date. Before it expires, please ask your doctor to contact OptumRx to renew your authorization.

Website/member portal

6. **Can I continue to see my prescription information online?** You will continue to use the same website to view and manage your prescription information at this time. If you are already registered for your myCatamaranRx member website, your login information will not change. You can use the member information on your current ID card to register if you are a new user. If the website address changes in the future, you will be notified.

Home delivery

7. **Can I still order my current prescriptions from home delivery?** Yes, your current home delivery prescriptions will continue to be filled through the same convenient mail order pharmacy you use today.
8. **Will there be changes in how I order my home delivery prescriptions?** Nothing will change at this time. You will continue to place new and refill home delivery orders in the same way you do today: by web, by mail, by phone or by your physician.

Specialty medications

9. **I receive a specialty medication. How does this impact me?** The specialty pharmacy benefits and services you receive will not change. Please continue to order your specialty prescriptions as you do today.

Customer services

10. **What if my question is not answered here?** If this FAQ has not answered your questions, call OptumRx customer service at the member phone number on your current ID card or contact your Benefits Office.