

Frequently Asked Questions: Filling prescriptions with OptumRx

County of Orange PPO Health Plans

General questions

Who is OptumRx?

OptumRx is the pharmacy care services manager for the County of Orange PPO Health Plans. We are committed to maximizing the value of your prescription drug benefit and lowering prescription costs.

OptumRx offers many ways to help keep your costs down. We look at the whole picture and help find ways to get you the medication you need, help you stay on track, and stay healthier.

What is a formulary?

A formulary is a list of medications covered by your plan. The list includes both generic and brand name prescription medications approved by the Food and Drug Administration (FDA). Medications are listed by common categories or classes and then placed into tiers that represent the cost you pay out-of-pocket. The formulary also identifies medications that have prior authorization, quantity limits and step therapy coverage requirements. Log in to optumrx.com > **Drug pricing.**

Using the formulary can help you and your doctor make informed decisions about your medications and may help you save money.

What are tiers?

The formulary is broken out into sections called tiers. Tiers indicate the amount you pay for your prescription. Tier 1 medications provide the highest overall value with the lowest out-of-pocket costs. Choosing medications in lower tiers may save you money. Ask your doctor if a Tier 1 or Tier 2 option could work for you.

Your cost / Drug tier*	Medication value and coverage
\$ Lowest / Tier 1	Highest overall value. Mostly generic drugs. Some brand drugs may be included.
\$\$ Mid-range / Tier 2	Good overall value. Mix of brand-name and generic drugs. Consider Tier 2 drugs to reduce costs.
\$\$\$ Higher / Tier 3	Lowest overall value. Mostly brand drugs, some generics. Ask your doctor if a Tier 1 or 2 option could work for you.

Prior Authorization

What is Prior Authorization?

Prior Authorization (PA) is an approval we give your doctor before some drugs can be covered. The PA process helps determine if a drug meets coverage requirements. A drug may need a PA to make sure it's an effective treatment.

How do I know if I take a medication that requires prior authorization?

Check your formulary. If you see "PA" next to your medication, you need a prior authorization. You can also talk to your doctor about whether another option could work for you.

What do I do if my medication needs a prior authorization?

Talk with your doctor. Here's how to request a prior authorization:

1. Your doctor can start the process.
2. Go online to **optumrx.com**.
3. You can call us directly.

Quantity limits

What is a quantity limit?

This is a limit on the amount of a medication that will be covered at one time.

Quantity limits are meant to reduce the risk of overdose and unwanted drug interactions. They are also used to make sure medication is used as prescribed. OptumRx follows medical guidelines and those from the Food and Drug Administration (FDA).

How do I know if my medication has a quantity limit?

Check your formulary. If your medication has a "QL" by it, there is a quantity limit restriction.

How do I fill a prescription with a quantity limit?

Make sure your prescription is written for the covered amount. If your prescription is written for a greater amount than what your plan covers, you will need to ask for a prior authorization before it will be covered.

Step Therapy

What is Step Therapy?

Some medications are very expensive. Your plan uses step therapy as a way to help you pay less for your medication. You will have to try a lower-cost medication before a higher price one will be covered. Usually Step 1 drugs are generic medications that have proven effective for people with your condition.

How do I know if my medication requires step therapy?

Check your formulary. If you see "ST" next to your medication, it requires step therapy. Talk to your doctor about what options could work for you.

Generics

Why should I try generics?

- They usually cost less.
- They have the same active ingredients as brand-name drugs.
- Your plan wants to help you save with generics. **It will cost more** if you fill a prescription for a brand-name medication if a generic is available: You will have to pay 20% of the generic cost + the difference between the brand and generic.

Digital tools

Set up an online account.

After receiving your Welcome kit, take a few minutes to set up an online account. Visit **optumrx.com**. Then, you can:

- Check drug pricing.
- Set up home delivery and see your order status.
- Find a network pharmacy

Then, download the OptumRx app and take us with you.

We help your doctor, too

How we help at the doctor's office.

Your doctor can check to see if a medication they want to prescribe for you needs a PA or is part of the step therapy program. They can also find out if there are any quantity limits.

This information, along with being able to see your complete health profile, can help make sure your doctor prescribes the right medication for you.

The doctor can help you get started with home delivery by sending us an electronic prescription.

Ask your doctor to start the PA process for you.

Get larger supplies

You'll be able to get 3-month supplies for some items.

Your plan will allow 3-month supplies for maintenance or long-term medications and diabetic supplies.

Consider home delivery for maintenance medication

Talk to your doctor.

Using home delivery through OptumRx for the medication you take regularly may help you save.

Cost savings. You may pay less for your medication with a 3-month supply through OptumRx. And standard shipping is free.

Convenience. Get free standard shipping on medications delivered to your mailbox.

24/7 access and reminders. Speak to a pharmacist who can answer your questions any time, any day.

Here is how:



ePrescribe. Ask your doctor to send an electronic prescription to OptumRx.



Online. Visit [optumrx.com](https://www.optumrx.com).



Phone. Call the toll-free number on your medical member ID card.

Automatic refills

Can I set up automatic refills for medications I take regularly?

Yes. If you want automatic refills, you can sign up 2 ways:



Online at [optumrx.com](https://www.optumrx.com)



Call **1-800-573-3583**, TTY **711**, 24 hours a day 7 days a week.

More information



Check drug coverage, set up home delivery, and more when you log in to [optumrx.com](https://www.optumrx.com)



or or call us toll free at **1-800-573-3583**, TTY **711**, Monday through Friday 24/7



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](https://www.optum.com).

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