

CalPERS – OptumRx Transition

Frequently Asked Questions

Beginning January 1, 2017, OptumRx will act as CalPERS Pharmacy Benefit Manager for a majority of its health plans. OptumRx will replace CVS/caremark in administering prescription drug benefits for about 486,000 CalPERS members and their families. CalPERS will do everything possible to ensure this transition is accomplished smoothly for you.

Below are some of the most commonly asked questions asked during a transition like this one, and answers which will help make the transition easier for you.

Which CalPERS health plans are affected by the transition to OptumRx?

- PERS Select, PERS Choice, and PERSCare PPO plans (Basic and Medicare Supplement)
- Anthem Blue Cross Traditional & Select HMOs
- Anthem Blue Cross Monterey & Del Norte EPOs
- Health Net SmartCare & Salud y Más
- Sharp Performance Plus
- UnitedHealthcare SignatureValue Alliance

Note: Blue Shield Access+, Kaiser Permanente, and UnitedHealthcare Group Medicare Advantage PPO health plans are not affected.

Will I receive a new member ID card?

Yes, during the second week of December 2016 your health plan will send new ID cards containing OptumRx information to Basic (non-Medicare) members. Medicare members will receive two ID cards – one for medical services from the health plan and one for prescription medications from OptumRx. If you do not receive your ID card by January 1, 2017, please contact your health plan or OptumRx as appropriate.

Will I receive information about the new pharmacy benefits?

Yes, OptumRx will send a welcome package to all subscribers in the previously named health plans in late November 2016. The welcome package will include:

- A summary of your prescription benefit program
- Instructions on how to use your pharmacy benefits
- A home delivery order form and return envelope
- Helpful information to help you save money on your prescriptions

Are my plan's pharmacy copayments changing?

No, the plan's pharmacy copayments for 2017 will remain the same as for the 2016 Plan Year. However, due to formulary changes, some drug coverage and cost share may be different, which could impact your out-of-pocket cost.

Why could my medication coverage change?

Your coverage could change for several reasons, including:

- Medications could change tiers
- Medications may no longer be covered
- You may be required to have a prior authorization
- You may be required to try other medications first
- Medications may be covered in certain quantities

Note: If your drug was previously approved under CalPERS CVS/caremark coverage through a date after December 31, 2016, that approval is being transmitted to OptumRx to continue coverage of the drug through the expiration date.

What is a formulary?

A formulary:

- Outlines the most commonly prescribed medications from your plan's complete pharmacy benefit coverage list;
- Identifies the drugs available for certain conditions and organizes them into cost levels, also known as tiers; and,
- Includes other programs, such as prior authorization, step therapy and exclusions, which may affect how medications are covered.

Are my plan's prescription medication exceptions changing?

Medications with quantity limit, prior authorization and/or step therapy requirements may differ from what your plan offers now. Starting January 1, 2017, OptumRx will manage clinical medical exception requests and the prescription medication appeals process for CalPERS.

How will I know if the medication I am currently taking will be covered with OptumRx?

- After August 12, 2016, you can call OptumRx Member Services to ask general questions about open enrollment and the transition.

- After September 9, 2016, your plan's formulary will be available for viewing online at www.optumrx.com/calpers or you can call OptumRx Member Services to check for information on your plan's formulary and/or list of covered medications.
- After January 1, 2017, you can check your plan's formulary or list of covered medications online at www.optumrx.com/calpers or on the mobile app. You can also find out what you may need to do before ordering.

Can I continue to go to the same pharmacy?

You will most likely be able to use the same pharmacy. OptumRx offers access to thousands of retail pharmacies, including all large national chains and many local pharmacies. You will also have access to the OptumRx home delivery pharmacy. To find a network pharmacy in your area, use the mobile app or sign-in online at www.optumrx.com/calpers.

How do I fill a prescription at a retail pharmacy?

Effective January 1, 2017, choose a pharmacy in your plan's network and present your member ID card at the pharmacy counter. Your insurance information will be entered and you will pay your share of the cost.

Where can I get a 90-day supply of my medication?

- For Basic members, your plan includes the OptumRx Select90 Saver program, which allows you to get a 90-day supply of your maintenance medication at a Walgreens retail pharmacy.
- Medicare members can get a 90-day supply of maintenance medications from any participating retail pharmacy.
- All members can order a 90-day supply through OptumRx home delivery effective January 1, 2017.

Is my mail order/home delivery pharmacy changing?

Yes. After December 31, 2016, OptumRx will provide your home delivery service. Up until that date, CVS/caremark will be responsible for filling new and refilling existing prescriptions. On January 1, 2017, most home delivery prescriptions with remaining refills will automatically transfer from CVS/caremark to OptumRx home delivery.

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.

What are the advantages of using OptumRx home delivery?

Many members will find OptumRx home delivery to be a convenient, cost-effective and safe option for medications they 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?

- You can order up to a 90-day supply of medications you take regularly by submitting your order by phone, mail, online, or through the mobile app.
- OptumRx fills your order, mails it to you, and lets you know when to expect your delivery.
- Hassle-Free Fill is the OptumRx automatic refill program for mail order/home delivery prescriptions. Starting January 1, 2017, log in to your online account, set up a payment method, and select which medications you want to fill automatically. You can also call OptumRx to enroll in Hassle-Free Fill. When you sign up for Hassle-Free Fill, OptumRx will:

- » Call to notify you that your medication will ship soon (unless you cancel within three business days of the refill notice)
- » Deliver your medication to the address on file with no shipping charge for standard delivery
- » Bill your credit card for any copayment, coinsurance, or amount due.

How do I order my prescriptions from OptumRx home delivery?

There are four ways to place a home delivery order:

- Online: Sign in online at www.optumrx.com/calpers or use the mobile app.
- ePrescription: Your doctor can send an electronic prescription to OptumRx.
- Phone: Call the toll-free number on the back of your member ID card.
- Mail: Download an order form from www.optumrx.com/calpers. Then complete and mail it to OptumRx with your prescription.

Once I place a mail order/home delivery order, how quickly will I get my medication?

New prescription orders are delivered by standard U.S. mail and will arrive approximately 10 business days from the date OptumRx receives the order. Prescription refill orders normally arrive within 7 business days.

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

Keep using your current home delivery pharmacy through December 31, 2016. On January 1, 2017, most home delivery prescriptions with remaining refills will automatically transfer from CVS/caremark to OptumRx home delivery. 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.

I receive a specialty medication through a specialty pharmacy. Do I need to take any action?

No. BriovaRx®, the OptumRx specialty pharmacy, will be reaching out to you and your doctor prior to January 1, 2017, to ensure a smooth transition of your specialty medication. You can expedite the process by going online any time before January 1 to pre-enroll at <https://briovarx.com/newpatient>.

Will I be able to see my prescription drug information online?

Yes, after January 1, 2017, you will be able to access your prescription and home delivery information online at www.optumrx.com/calpers or through the mobile app.

How do I file a manual (paper) claim?

- After January 1, 2017, OptumRx will process direct reimbursement (paper) claims for prescriptions that you pay for out-of-pocket at a non-participating pharmacy. Please call OptumRx Member Services at (855) 505-8110 (Basic members) or (855) 505-8106 (Medicare members) for assistance.
- For prescriptions that you paid for prior to January 1, 2017, forward direct reimbursement (paper) claims to CVS/caremark for processing.

Who can I talk to if I have more questions?

After August 12, 2016, call OptumRx at (855) 505-8110 (Basic members) or (855) 505-8106 (Medicare members).



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