

## OptumRx and Catamaran combine to strengthen pharmacy benefit services

OptumRx® and Catamaran® have joined forces to deliver enhanced pharmacy benefit services and a better health care experience for members.

Your prescription claims will continue to be processed quickly and accurately, and your pharmacy benefits will not change. Below are more details about the combined company, known as OptumRx, and what it means for you.

### Your ID card

#### 1. Will I receive a new ID card?

No. 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

#### 2. 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. Both the OptumRx and Catamaran networks include all large national chains as well as many local and community pharmacies, and we do not anticipate any major changes to the combined network. If there are network changes in the future, we will notify you. To search for a network pharmacy near you, log in to your member website or call the member phone number listed on your card.

### Benefit and cost changes

#### 3. Will my benefits or medication prices change?

No. Your benefit coverage and medication copays remain the same. However, your plan sponsor may change or update your benefit plan during their open enrollment period. Any plan changes made during open enrollment are separate and not related to the combination of OptumRx and Catamaran.

### How will this affect my pharmacy benefit?

**At this time, nothing will change for you,** regardless of whether Catamaran or OptumRx provided your prescription benefits before the companies combined.

## Prior authorization

### 4. 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 service at the member number on your ID card or by visiting your member website. Before it expires, please ask your doctor to contact us to renew your authorization.

## Website/member portal

### 5. 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 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, we will notify you with a website message, or automatically direct you to the right place.

## Home delivery

### 6. 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.

### 7. 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 and mobile app:** Log in to your current member website, or use your mobile app.
- **Mail:** Mail in your new prescription with a completed order form, available from your member website. You can also send in the refill slip included with your current prescription order.
- **Phone:** Call the member phone number listed on your ID card.
- **Physician:** Tell your doctor to continue ePrescribing using the same information from your past prescriptions.

## Specialty medications

### 8. 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 service

### 9. What if my question is not answered here?

If this FAQ has not answered your questions, simply call customer service at the member phone number on your ID card.



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