



Welcome to Optum Specialty Pharmacy

Optum



This welcome kit provides important information about our pharmacy, how you can be successful with your therapy, and how we can help support you. It's important for us to verify you received this welcome kit and we will ask you for confirmation. **Please be sure to sign and return the form included in this kit.**

We're here to help

Optum® Specialty Pharmacy does more than just fill your specialty prescription. Specialty medications may have special handling instructions, and are used to treat complex health conditions. We provide the resources and personalized support to help you manage your condition and treatment.

We know your needs change throughout your treatment journey. Sometimes you need an easy way to manage prescriptions on your own. And sometimes you need help from a pharmacy team expert. We make it easy to get support the way you want it – when you need us.



Easy prescriptions

- Get affordable medications delivered in a timely manner – accurately in discreet packaging
- Order refills by phone or online¹
- Access support through virtual visits, calls, live chats or text
- Get supplies to take your medication at no additional cost



Expert guidance

- Connect with a clinician for help managing your medications
- Talk to an advocate about financial assistance
- Watch videos to learn more about your condition and treatment

1. Some medications for more complex conditions do not qualify for online ordering. Call 1-855-427-4682 and speak with a patient care coordinator to order those refills.



Getting started is easy

Use this helpful checklist to help you get started:

- ☐ Visit specialty.optumrx.com and create an account with us, or use guest checkout to order refills fast, without logging in.
- ☐ Download our Optum Specialty Pharmacy app to manage your medications on the go.
- ☐ Text **CONTACT** to **55455** to add Optum Specialty Pharmacy as a contact in your phone. Message and data rates may apply. Terms & Conditions and Privacy at optum.com/texting-terms.
- ☐ Use live chat to get your account and medication questions answered quickly.
- ☐ Call us to sign up for text and email messages. Once signed up, you'll get alerts, order-related information and educational materials.



Sign in or register today.
Scan the QR code to get started.



Questions?

Call us at the phone number on your prescription label or **1-855-427-4682** any time you have questions about:

- Your medication, side effects, treatment, order status or delays
- Insurance coverage details, network status or out of pocket costs

How to order a refill

We work with you each month to schedule your refill. Due to the cost and complexity of specialty medications, we do not automatically ship refills.

Order your refill when you have about one week of medication remaining.

You can request your refill:

- **Online or mobile app:** Sign in to your secure patient account at specialty.optumrx.com.
Note: some medications require you to speak with a patient care coordinator before your order is placed.
- **By phone:** Call the phone number on your prescription label or **1-855-427-4682**.

If you have not scheduled your next refill, we will contact you 5 to 7 days before the refill is due. Sign up for text or email notifications by phone with a patient care coordinator. We offer pharmacy services to all 50 states and where allowed by state and federal law, may process some or all of your prescriptions at any of our Optum Specialty Pharmacy locations. If you have questions, please contact us.

Schedule My Fill²

If you've been taking the same medication for at least three months, you may be eligible to schedule your refills for the rest of the year.

Visit specialty.optumrx.com to get started. If you are eligible for Schedule My Fill, you'll see a message on your dashboard when you log in. You can also call **1-855-427-4682** to sign up.

2. To enroll in Schedule My Fill, you must opt into text messages. The program requires clinical assessments during therapy and an annual opt in to continue. You can stop using the program anytime. Schedule My Fill may not be available for all treatments or medications. Standard text message and data rates apply.

Express and guest checkout

For some medications, email and text refill reminders include a link to an express checkout page – so you can refill your prescription with a few clicks, without logging in to your account. It's that simple.

Don't have an online account? Use guest checkout to order your refill without logging in.

Shipments

We ship all medications using trusted commercial shippers. We use temperature-controlled packaging when appropriate, so your prescription always stays at a safe temperature.

Most shipments are scheduled for delivery Monday–Friday. Saturday delivery may be an option, where available.

If you need your medication delivered to an alternate address (such as a vacation home, your office or a doctor's office), tell your patient care coordinator.

How to track your order

- Sign up for text or email updates with a patient care coordinator
- Visit specialty.optumrx.com or our mobile app and sign in to your secure patient account
- Call **1-855-427-4682**

When to contact Optum Specialty Pharmacy

Notify us immediately if:

- You do not receive your shipment on the expected delivery date
- Your package is damaged
- You suspect a medication error
- You have a concern about medication quality

Medication recalls

When a recall requires an action by you or your doctor, we will contact you and let you know what to do.

If you have any concerns about a medication recall and you did not hear from us, please call **1-855-427-4682**.

Medications available through Optum Specialty Pharmacy

Optum Specialty Pharmacy only fills prescriptions for specialty medications. You can fill other prescriptions at a local retail pharmacy or through your home delivery pharmacy, where available.

We may not be able to fill all specialty medications. If you're taking a medication we can't fill, we connect you and your doctor with a pharmacy that can.

Generic medications

A generic medication contains the same active ingredient(s) as a brand-name medication, but may have a different shape or color. Drug manufacturers must prove their medications work the same as the brand-name medications. The Food and Drug Administration (FDA) provides approval for these medications.

We dispense generic medication based on how your doctor writes your prescription, as well as your state's specific regulations on generic substitution.

If you were not told of a change, make sure to ask your pharmacist if you notice the shape, size or color of your medication is different.

Biosimilar medications

Biosimilars are medications that are made from natural and living sources such as animal and plant cells, and can be made of sugars, proteins, living cells, tissues or a combination of these.³

Biosimilars:

- Are highly similar to an existing biologic drug (sometimes called the reference product).
- Come in the same doses as the original biologic.
- Provide the same FDA-approved treatment benefits and have the same potential side effects as the original biologic.³

Talk with your doctor to learn more about biosimilars and if they may be right for you.

Financial assistance

Talk to a patient care coordinator if you need help paying for your medication. We'll then take it from there to:

- Find any available assistance programs
- See if you qualify
- Connect you with the programs
- Help you with the paperwork

How to transfer a prescription

Simply call us and provide:

- The medication you want transferred to Optum Specialty Pharmacy
- Your previous pharmacy
- Your doctor's contact information

We'll take care of the rest.

To transfer a prescription from Optum Specialty Pharmacy to another pharmacy, give the details from your prescription label to the new pharmacy. The pharmacist will help you transfer your prescription to their pharmacy.

Tip: Have your medication label nearby.

Online account access

Visit specialty.optumrx.com or download our app from the Apple® App Store® or Google Play™.⁴ Set up your account to:

- Request prescription refills
- Choose when and where you get your medications delivered
- Check order and shipping status
- Add information about your current condition to help manage your ongoing therapy
- Pay your bills, manage account, view payment history and request billing statements
- See your specialty prescription history
- Learn about your condition and the medications to treat it

Create your online account

- Go to specialty.optumrx.com or our mobile app
- Select *Register*

Tip: You will need a recent Optum Specialty Pharmacy prescription number or member ID to create your account.



Medication safety guide



Safe needle and syringe disposal

If needed, we provide free Sharps® containers to dispose of needles, syringes and used injection devices in a safe and proper manner. If you need a new Sharps container, ask your patient care coordinator for one when you schedule your shipment.

The Environmental Protection Agency (EPA) has several needle disposal guidelines to help lower community exposure to needles.

You should **never**:

- Throw loose needles in the garbage
- Flush used needles down the toilet
- Place needles in recycling containers

Your local area may have different guidelines for needle disposal. If you are not sure about the correct way to dispose of needles in your area, check the following local resources:

- Your local municipality or waste company website
- [SafeNeedleDisposal.org](https://www.safeneedledisposal.org)



Safe medication disposal

To dispose of unused or unneeded medication, we recommend you contact your city or county government trash and recycling services.

The following resources may also be useful:

- FDA: www.fda.gov/Drugs/ResourcesForYou/Consumers
- Drug Enforcement Agency: deaddiversion.usdoj.gov



Infection prevention tips

Some medications may increase your risk of infection. Ask your pharmacist or doctor if your medication raises this risk.

Here are some tips to prevent infection and stay healthy:

- Wash your hands often; soap and water is best, but you can also use hand sanitizer
- Stay away from large crowds and others who are sick
- Cover your nose and mouth if you cough or sneeze



Emergency and disaster readiness

If you can't take your medication with you in an emergency such as a natural disaster, we have locations across the United States to help you get your medication.

We will ship an emergency supply of your medication to a temporary address or will update the address for a recently placed order. If we cannot ship to you, we will also help you get a supply of your medication from an alternate pharmacy. Have the pharmacist call us at **1-855-427-4682**.



What to do in a medical emergency

Call 911

or seek emergency medical help immediately if you have trouble breathing or if your lips, tongue or throat swells quickly.

Contact your pharmacist or doctor if you:

- Take your medication incorrectly
- Miss a dose or treatment of your medication
- Have symptoms and side effects that continue or get worse, or are not relieved with self-care tips
- Have a temperature greater than 100° F, especially if you are taking medication that increases your risk of infection

More support

Optum Connections virtual visits

Optum Connections virtual visits are real-time, face-to-face video consults with a clinician who can:

- Teach you how to inject your medication or answer questions about how to take it
- Give your caregivers more information about your treatment and care
- Recommend ways to help you manage any medication side effects
- Help you “unbox” your medication shipment and understand the items inside

Learn more about our virtual visits at specialty.optumrx.com.

Schedule a session any time you talk to a patient care coordinator or by calling **1-855-427-4682**.

Optum Connections video series

Optum Connections video series can help you feel more connected to others with the same condition and give you a chance to learn more about your treatment. Real patients share their treatment experiences through these personalized videos. Video libraries are currently available to our patients with:

- Cancer
- Cystic fibrosis
- Hepatitis C
- Inflammatory conditions
- Multiple sclerosis
- Transplants

If you are being treated for one of these conditions, talk to a patient care coordinator to get started. All you'll need to do is give us your email address or a mobile phone number and we'll take care of the rest.

Texting program to help you stay on track

Sign up for our adherence texting program that helps you remember to take your medications. Once signed up, you can customize the text messages you receive which can include:

- Medication dose reminders
- Inspirational quotes
- Progress reports
- Missed fill reminders

This program is available for most patients who are taking medications for chronic specialty conditions.

Call **1-855-427-4682** to get started.



Member rights and responsibilities

As an Optum Specialty Pharmacy patient, you have the right to:

- Be given appropriate and professional quality pharmacy services without discrimination against your race, creed, color, national origin, religion, gender, sexual orientation, handicap or age
- Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of client/patient property
- Speak with a pharmacist about any questions or concerns about your medication
- Speak with a clinical staff member (pharmacist or nurse) for emergencies 24 hours a day, 7 days per week, including holidays
- Be given information by the pharmacy so you are fully informed of all your rights and responsibilities
- Be assured that we maintain appropriate records of documents you received regarding your rights and responsibilities
- Receive professional, honest and ethical care in accordance with physician orders
- Be fully informed of the pharmacy's services and the fees for those services
- Participate in the development of your plan of care and be advised of any change in the plan of care or services provided prior to the change being made
- Be treated with respect, dignity, courtesy and fairness without discrimination by all pharmacy staff
- Be given complete and current information concerning your diagnosis, treatment, risks and anticipated outcomes in order to give informed consent prior to the start of any treatment, including your right to accept or refuse service
- Refuse treatment within the confines of the law and to be informed of the consequences of refusing treatment

- Be ensured all medical, social and financial records and documentation will be treated with privacy and confidentiality
- Be advised on the agency's policies and procedures regarding the disclosure of clinical records
- Receive services from personnel who are qualified including a registered pharmacist, nurse or a pharmacy technician
- Voice grievances or file a complaint without fear of discrimination or reprisal to Pharmacy Management
- Have grievances/complaints regarding treatment or care that is (or fails to be) furnished, or lack of respect of property investigated
- Receive a copy of the DMEPOS Supplier Standards
- Be informed of your rights under state law to formulate advanced directives
- Be informed of what to do and resources available in the event of an emergency
- Be assisted and receive special consideration for language barriers to achieve proper understanding of services provided. i.e., non-English speaking clients have the right to an interpreter and deaf, blind or illiterate clients have the right to appropriate materials and interpretation for effective communication
- Be informed within a reasonable amount of time of anticipated termination of service or plans for transfer to another pharmacy provider
- Be informed of any financial benefits when referred to an organization or another pharmacy provider
- Receive a timely response from pharmacy staff upon your physician's request for service
- Be informed of insurance network status, limitations of services and care provided by the pharmacy
- Be assisted with pursuing appropriate resources for services outside the scope of the pharmacy
- Choose a health care provider, including choosing an attending physician, if applicable
- Receive information about the clinical management program
- Speak to a health professional
- Decline participation in the clinical management program, or opt out, at any point in time

- Identify the clinical management program's staff members, including their job title, and to speak with a staff member's supervisor if requested
- Have personal health information shared with the clinical management program only in accordance with state and federal law

As an Optum Specialty Pharmacy patient, you have the responsibility to:

- Notify Optum Specialty Pharmacy of any changes in your condition such as hospitalization, discontinuation of medicine or treatment, etc.
- Follow the plan of services and accept responsibility for the neglect or refusal of any services
- Notify Optum Specialty Pharmacy of any schedule changes that may need to be made prior to a scheduled delivery
- Notify Optum Specialty Pharmacy of any problems, concerns or dissatisfaction with services rendered
- Participate in mutually agreed responsibilities
- Submit forms necessary to receive service
- Provide Optum Specialty Pharmacy with accurate medical and contact information and any changes to this information
- Notify your treating provider of the services provided by Optum Specialty Pharmacy
- Maintain any equipment provided by Optum Specialty Pharmacy
- Provide the right clinical and contact information and let the clinical management program know about any changes
- Tell your treating prescriber about being in the clinical management program, if applicable

Grievance and complaint procedure

If you have a concern with the care or services you have received through Optum Specialty Pharmacy, notify our pharmacy manager immediately using one of the options below. We are committed to investigating and resolving all complaints and grievances within 72 hours of receipt of the report.

By mail: Optum Specialty Pharmacy
Attention: Grievances
6860 W 115th St
Overland Park, KS 66211

By phone: 1-855-427-4682

Online: specialty.optumrx.com

When a claim is filed, you'll get a notice letting you know what will and won't be covered. If you are not satisfied with the resolution of your complaint or grievance, or if you have any other questions or concerns, you may contact the following agencies for further investigation:

- Accreditation Commission for Health Care, Inc. (ACHC)
[achc.org](https://www.achc.org)
1-855-937-2242
- National Association of Boards of Pharmacy
Find your state's board:
nabp.pharmacy/about/boards-of-pharmacy
1-847-391-4406
- URAC®
[urac.org](https://www.urac.org)
1-202-216-9010

Medicare suppliers of durable medical equipment, prosthetics, orthotics and supplies (DMEPOS) supplier standards

As required by the Centers for Medicare & Medicaid Services, the notice of supplier standards may be found at:

cms.gov/Medicare/Provider-Enrollment-and-Certification/MedicareProviderSupEnroll/Downloads/DMEPOSSupplierStandards.pdf



Patient acknowledgment and informed consent to treatment

Consent for treatment

I hereby authorize Optum® Specialty Pharmacy to provide products, supplies and services as prescribed by my physician. I confirm I have been informed and have participated in planning my care and sign this consent willingly and voluntarily. I understand this consent is valid from the date of the start of initial therapy and I may withdraw my consent at any time by notice to Optum Specialty Pharmacy and, if I do so, the services thereafter will not be provided.

Assignment of insurance benefits

I hereby assign and transfer to Optum Specialty Pharmacy any and all rights to receive payment of insurance benefits. The assignment of benefits includes pharmaceuticals, durable medical equipment and, if applicable, home health care, nursing and surgical benefits which are otherwise payable to me for products or services provided. This assignment covers all benefits under Medicare, other state/federal government-sponsored programs, private insurance and any other health plans.

I understand this document constitutes a legally binding assignment, and is not a mere authorization to collect benefits on my behalf. I also authorize and direct my insurance carrier(s) to furnish an agent of Optum Specialty Pharmacy any and all information pertaining to my insurance benefits and the status of claims submitted by Optum Specialty Pharmacy for services rendered. I understand payments may be sent by my insurance provider directly to me. I agree when such payments are received, I will promptly submit them to Optum Specialty Pharmacy for payment of my bill. I can make payment by personal check or endorsement of the insurance payment by writing "Pay to the order

of Optum Specialty Pharmacy” and my signature. I understand I am also responsible for co-payments, deductibles and services not otherwise covered by my insurance carrier.

Payment of services rendered

I understand I am the responsible party for all medications and services rendered by Optum Specialty Pharmacy. I understand it is my responsibility to notify Optum Specialty Pharmacy of my insurance information, including prescription card information.

I understand it is my responsibility to notify Optum Specialty Pharmacy of any changes in my insurance coverage.

I understand it is my responsibility to pay for any medications and services rendered which are not covered or are rejected by my insurance carrier, for whatever stated reason.

Optum Specialty Pharmacy will provide products and / or services agreed upon at order coordination to the stated patient. The estimated cost of each treatment will be communicated at time of order coordination.

I understand the amount may vary depending on deductible and out-of-pocket expenses. I agree to make payment arrangements at the time of order coordination.

Acknowledgment of receipt of notice of privacy practices

I hereby acknowledge receipt of the Notice of Privacy Practices concerning Protected Health Information (PHI) from Optum Specialty Pharmacy.

Acknowledgment of receipt of mandated forms

I hereby acknowledge receipt of Client Bill of Rights, receipt of medication refill and shipment process, receipt of infection control procedures and receipt of procedure for filing a grievance or complaint.

I hereby acknowledge receipt of the DMEPOS (durable medical equipment, prosthetics, orthotics and supplies) Supplier Standards.

Product warranty/replacement information

Optum Specialty Pharmacy will honor all express warranties under applicable State Law. Optum Specialty Pharmacy will not charge the beneficiary or the Medicare program for the repair or replacement of Medicare covered items that are covered under warranty. This applies to all purchase items. Please notify Optum Specialty Pharmacy at **1-855-427-4682** for any product that is broken, damaged, or does not properly function.

I have been instructed and understand the warranty/replacement information on the product I have received.

I agree to the terms stated in the Optum Specialty Pharmacy Patient Acknowledgment and Informed Consent to Treatment.

Patient signature (or representative): _____

Date signed: _____

Relationship of representative to patient: _____

Is patient a minor? ☐ Yes ☐ No

Prescription number: _____



Important

Please sign and return this document to:
Optum Specialty Pharmacy
6860 W 115th St
Overland Park, KS 66211



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**Thank you for choosing
Optum Specialty Pharmacy**

Visit **specialty.optumrx.com**
or call **1-855-427-4682**



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