



Fallon Health Pharmacy Benefit Manager Transition CVS Caremark to OptumRx

Frequently Asked Questions

Fallon Health is committed to providing members with access to high-quality health care consistent with evidence-based, nationally recognized clinical criteria and guidelines. With this commitment in mind, and to ensure affordability for our members, we're transitioning our pharmacy benefit manager from CVS Caremark to OptumRx, effective January 1, 2022. This change affects all members who have prescription drug coverage through Fallon.

General questions

Who is OptumRx?

OptumRx is a pharmacy care services company helping clients and more than 59 million people achieve better health outcomes and lower overall costs through innovative prescription drug benefit services.

Why did Fallon switch from CVS Caremark to OptumRx?

Fallon is always looking for ways to provide our members with the best possible care and we partner with other organizations that strive for the same things as we do. At this time, we believe a partnership with OptumRx is the best way to provide quality coverage and care.

Which Fallon Health members are covered by this program?

The program will apply to members enrolled in the following plans:

- Commercial
 - Direct Care
 - Select Care
 - Fallon Preferred Care
 - Community Care
 - Steward Community Care
- Medicare
 - Fallon Medicare Plus™
 - Fallon Medicare Plus Central
- Medicaid
 - Fallon 365 Care
 - Berkshire Fallon Health Collaborative
 - Wellforce Care Plan
- NaviCare®
- Summit ElderCare® (PACE)
- Fallon Health Weinberg-PACE

What is the impact to Fallon members (my patients)?

The subscriber and their eligible dependents will continue to receive the same care and access to eligible medications. As with all services, specialty medications must be medically necessary, as defined by the Plan, and meet Fallon's benefit eligibility requirements.

Formulary

We are not changing our formulary as a result of this change. However, we do review our formulary often and may make changes to ensure we are offering our members the safest and most appropriate medications.

Member ID card

Members who get their prescription coverage through Fallon Health will receive a new member ID card with OptumRx information listed, prior to January 1, 2022.

Pharmacy network

Fallon will be using the OptumRx pharmacy network, which is almost identical to the current network. In addition, for Fallon Medicare Plus members, starting on January 1 their plan will no longer include “preferred” and “non-preferred” pharmacies. All prescription drug costs will be at the preferred pharmacy level, no matter what in-network pharmacy they use.

What is the effective date of the transition?

The effective date of this transition is January 1, 2022. For medications to be administered on or after January 1, 2022, you may initiate a request for prior authorization review starting on January 1, 2022. Active prior authorizations will be transferred from CVS Caremark to OptumRx automatically.

Prescribing with OptumRx

Mail order pharmacy

You have three options for prescribing with OptumRx Home Delivery starting January 1, 2022:

1. ePrescribe – Add the OptumRx profile in your electronic medical record (EMR) system using the following information: OptumRx Mail Service, 2858 Loker Ave East, Suite 100, Carlsbad, CA 92010; NC PDP ID = 0556540; PID = P00000000020173.
2. Call an OptumRx pharmacist at 1-800-791-7658
3. Fax a completed form to OptumRx at 1-800-491-7997

Prescribing for specialty medications

1. Phone – 1-855-427-4682
2. Address – P.O. Box 2975, Mission, KS 66201
3. Fax (for prescription submissions only – no PAs) – 1-877-342-4596

How do I get started with ePrescribe with OptumRx?

First, add the OptumRx profile in your EMR system to send the prescription directly to OptumRx. Make sure to verify your EMR software is certified for e-prescribing controlled substances (EPCS) to comply with the 1/1/2020 requirement of eRx for all controlled substances.

Check the Fallon member’s benefit plan for current prescription coverage and price. Identify possible medication alternatives. If necessary, submit a prior authorization request using your preferred electronic prior authorization portal—CoverMyMeds or Surescripts, for example. Then submit the e-prescription to OptumRx.

For more help on successfully submitting a prescription to OptumRx, please visit

<https://professionals.optumrx.com/resources/manuals-guides/successful-prescription-submission.html>.

Can I submit a new specialty or mail order prescription to OptumRx prior to 1/1/2022?

Yes. You can submit the prescription and it will be put on hold until 1/1/2022. *Please note: Mail order prescriptions are not available for Berkshire Fallon Health Collaborative, Fallon 365 Care and Wellforce Care Plan members.*

Prior Authorization Requests

If you are requesting a prior authorization before January 1, 2022, you should submit the request to CVS Caremark. Any request on or after 1/1/2022 should be submitted to OptumRx. Active prior authorizations will be transferred from CVS Caremark to OptumRx automatically.

How do I submit a prior authorization (PA) to OptumRx?

You can submit a PA request by ePA (electronic prior authorization) or by phone.

Submitting an ePA request

ePA is a secure and easy method for submitting, managing, tracking PAs, step therapy and non-formulary exception requests. It enables a faster turnaround time of coverage determinations for most PA types and reasons. For more information about OptumRx prior authorizations:

- [Submitting a PA request](#)
- [PA guidelines and procedures](#)
- [PA forms](#)

I use ePA with OptumRx already for other carriers. Do I need to set up a new account?

No. However, you won't see any Fallon members in ePA until January 1, 2022.

Can I still use CoverMyMeds to submit PA requests?

Yes.

Can I use ePA for specialty medications?

Yes. Log in to your preferred ePA portal account (such as CoverMyMeds). Select "New Request" within your dashboard and complete the prompts. Choose the image for the request you need and "Start Request". Enter the PA details and select "Send to Plan" or "Send to Prescriber" to complete your request.

OptumRx contact information

Provider ePrescribe (for mail order):

Pharmacy: OptumRx Mail Service

Address: OptumRx Mail Service, 2858 Loker Ave East, Suite 100, Carlsbad, CA 92010

Identifiers: NCPDP ID = 0556540, PID = P00000000020173

Mail order (not available with MassHealth ACO plans – Berkshire Fallon Health Collaborative, Fallon 365 Care and Wellforce Care Plan):

Commercial: 1-844-720-0035

Fallon Medicare Plus/NaviCare/Summit ElderCare: 1-844-657-0494

Fallon Health Weinberg-PACE 1-844-722-1701

Fax: 1-800-491-7997

Address: OptumRx, PO Box 2975, Mission, KS 66201

Specialty:

Phone: 1-855-427-4682.

Address: P.O. Box 2975, Mission, KS 66201

Fax (for prescription submissions only – no PAs): 1-877-342-4596

Prior authorization requests:ePA: <https://professionals.optumrx.com/prior-authorization.html>

Line of business	Phone	Fax	Mail
Commercial <ul style="list-style-type: none"> • Direct Care • Select Care • Steward Community Care • Community Care • Fallon Preferred Care Customized Employer Group <ul style="list-style-type: none"> • City of Worcester Advantage 	1-844-720-0035	1-844-403-1029	Optum Prior Authorization Department P.O. Box 25183 Santa Ana, CA 92799
Medicaid ACO <ul style="list-style-type: none"> • Fallon 365 Care • Berkshire Fallon Health Collaborative • Wellforce Care Plan 	1-844-720-0033	1-844-403-1029	Optum Prior Authorization Department P.O. Box 25183 Santa Ana, CA 92799
Medicare <ul style="list-style-type: none"> • Fallon Medicare Plus • NaviCare PACE <ul style="list-style-type: none"> • Summit ElderCare 	1-844-657-0494	1-844-403-1028	Optum Prior Authorization Department P.O. Box 25183 Santa Ana, CA 92799
Fallon Health Weinberg-PACE	1-844-722-1701	1-844-403-1028	Optum Prior Authorization Department P.O. Box 25183 Santa Ana, CA 92799

Pharmacy Helpline (for pharmacy use): 1-844-368-8734