OptumRx Provider Welcome Kits

Your gateway to OptumRx Tools
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PCMS

- Link to demo and instructions:

Pre-CheckMyScript (optumrx.com)
Get patient-specific prescription data, compare lower-cost options and confirm benefits coverage details – right at the point of care! Using real-time benefit check tools saves your practice time – and your patients money.

**What you should know about real-time benefit check:**

- This tool is already in many EMR platforms. Simply ePrescribe a new medication, and your real-time benefit check tool will automatically run a trial claim.
- If you use an EMR where this tool is not yet embedded, use your OptumID to access real-time benefit checks.

**How it works:**

- You enter a medication.
- The benefit check tool runs a real-time, member-specific trial claim and checks the patient’s benefit plan for current prescription coverage and prices, as well as possible medication alternatives to consider.
- An alert will display if the prescribed medication requires a prior authorization, if it's not preferred or if there is a supply limit issue.

**How it improves adherence:**

- Since OptumRx launched PreCheck MyScript (PCMS), we have found significant improvements in medication adherence rates for three chronic conditions:
  - Diabetes: 4% improvement
  - Statins: 4% improvement
  - Hypertension: 2% improvement
Optum Specialty Pharmacy offers the convenience of ePrescribing services to accurately, efficiently and directly send prescriptions via existing electronic medical records (EMR) systems.

How to start ePrescribing:

- Add the Optum Specialty Pharmacy profile in your EMR system to send the prescription directly to us.
- Verify your EMR software is certified for ePrescribing controlled substances (EPCS).

How to submit an ePrescription

- If needed, submit a prior authorization request using your preferred electronic prior authorization portal, such as CoverMyMeds®.
- Submit the ePrescription to Optum Specialty Pharmacy.
ePrescribing
What is ePrescribing

- ePrescribing provides efficiency and safety of prescription, while decreasing costs and improving quality of care of our members at point of care

- Provides complete, accurate and clear prescription orders via electronically by providers directly to a patient choice of pharmacy
  - Removes delay in patient care, fast and time saving, convenient

- Accurately and efficiently provides eligibility, drug therapy and other necessary data
  - Eliminates many common medication errors ahead of time

- Permits lower cost drug substitutions by improving formulary adherence
  - Provides saving opportunities to member and payers

- Allows automated of Electronic Prior Authorization process that helps both the prescriber and pharmacist
  - Reduce member medication disruption, adheres to ePA state mandates, ease the burden for providers and pharmacies
How ePrescribing Works

ePrescribing is the electronic transfer of prescriptions by Providers directly to a pharmacy.

- OptumRx uses a network provided by SureScripts that links PBMs, Health Care Providers and Pharmacies.

- SureScripts has certified our claims, eligibility, and medication history system/processes for ePrescribing purposes. SureScripts also serves as a network routing solution for transmitting ePrescribing communications between PBM, EMR and pharmacy.

- OptumRx sends Formulary and Membership files to SureScripts via an automated scheduled process once initial set up of an eProfile is completed.

- Eligibility is monitored & updates are sent daily to SureScripts for their Master Patient Index (MPI). Eligibility includes basic demographic data for look-up purposes (gender, name, DOB). Eligibility check is done to determine if the member is covered and the formulary file has basic information about which drugs are / are not covered by the plan.

- Prescribers use a computer or handheld device which allows them to access patient eligibility and medication history (list of dispensed medication). Prescribers can also route the prescriptions to the patient’s choice of pharmacy. SureScripts requires the consent process with the EMRs. This is handled between the doctor, EMR and SureScripts.
ePA’s

• Save time today and submit your PA requests to OptumRx through any of the following online portals:**

• **The ePA solution supports all forms of PA and formulary exception requests. Exclusions may include cost reduction requests such as tiering exception, copay waiver, and tier cost sharing.

• OptumRx is not authorized to review requests for medications supplied by the physician’s office. For requests for buy and bill, please contact the patient’s medical benefit.
ePA’s Continued

• On this page you will select the option that you will be using.

• Each option will take you to that site’s register/sign in page.

• If you have not yet registered, you will do so and then you will be able to sign in moving forward. Please don’t forget to save your choice in your favorites for easy go to.
ePA Resources

• **OptumRx ePA Tutorial (kaltura.com)**

• OptumRx Prior Authorization Guidelines and Procedures
  

• ePA portal support:
  
  b. **Support | CoverMyMeds: Electronic Prior Authorization Platform**

  c. **Electronic Prior Authorization for Faster Approvals | Surescripts**

• The American Medical Association (AMA) wants to help bring ePA awareness to physician practices. Click this link to leverage the AMA's video series to educate your staff about the advantages of ePA.

• **Other ways to submit a prior authorization**

• Having difficulties with ePA? You can submit a verbal PA request.
  
  Call **1-800-711-4555**, 5 a.m. – 10 p.m. PT, Monday-Friday and 6 a.m. – 3 p.m. PT, Saturday
Mail Order

- OptumRx Mail Order Site –www.optumrx.com
  a. Allows members to sign up for home delivery and request refills from Providers
  b. Allows Providers to access forms and submit PA’s.
    https://professionals.optumrx.com/resources/forms/physicianfaxmailorder.html
  c. Provides additional resources and Publications
Optum Specialty Pharmacy offers a secure online location to access patient information.

What you should know about Optum Specialty Pharmacy provider portal:
The benefits

Login and securely view patient referral information and prescription status, verify patient insurance details, and look up their current medications, allergies, and diagnoses.

To Get Started

1. Use this link to request access
   
   [Optum Specialty Provider Portal Access Request (optumrx.com)]

2. We’ll send each user in your practice an email to set up an Optum ID.

What you will experience

The Home Page will display a list of patients recently associated with your practice.

Click on your patient’s name to view the following:

Active orders: view order status, tracking information, and prescriber

Prescription details: view refills remaining, expiration date, and prescriber information for each prescription

Prior authorizations: view the status of Optum prior authorizations

Patient profile: view patients' contact information, diagnostics, allergies, and insurance
Optum Specialty Pharmacy
Electronic Prior Authorization

Using electronic prior authorization (ePA) helps you simplify administrative tasks by reducing paperwork, expediting approvals and allowing easy follow-up. It also improves patient experience and minimizes therapy disruption.

How to check your ePA request status;

• Login to your CoverMyMeds dashboard
• “Current” requests have been sent to plan, and “Sent to Plan” requests are awaiting determination.
Important Links

- OptumRx Website: [www.optumrx.com](http://www.optumrx.com)
- Home Delivery: [OptumRx Home Delivery](http://www.optumrx.com)
- Successfully Submitting a Prescription to OptumRx: [Submitting a successful prescription (optumrx.com)](http://www.optumrx.com)
- Prior Authorization for prescribers: [OptumRx Prior Authorization](http://www.optumrx.com)
OptumRx Contact Numbers

• OptumRx Help Desk- 877-449-9574
• OptumRx Customer Service -800-356-3477 – Available 24/7
• OptumRx Pharmacists Line- 855-842-6337 Available to assist members 24/7.
• Specialty Pharmacy: 1-855-427-4682
<table>
<thead>
<tr>
<th>PA Contact Numbers</th>
<th>PA Phone</th>
<th>PA Fax</th>
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<tbody>
<tr>
<td>Prior Auth LOB</td>
<td>844-720-0035</td>
<td>844-403-1029</td>
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<td>Commercial</td>
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<td>844-403-1029</td>
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<tr>
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<td>844-657-0494</td>
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<td>Fallon Medicare Plus</td>
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Thank you