



ACSHIC Pharmacy Benefit Transition to OptumRx FAQ

Beginning July 1, 2022, prescription drug benefits on the ACSHIC Medical Plans will be managed by OptumRx. This change should be as seamless as possible: benefits are not changing, and the pharmacy network is almost completely the same. However, there will be differences in the drug formulary – see below.

FAQ 1. Why is this change happening?

Prescription drug costs continue to climb, both for ACSHIC and across the nation. In recent years, ACSHIC has paid nearly \$100 million each year for prescription drugs — one-third of all premium costs, and double what we paid just five years ago. The move to OptumRx will help us cover high-cost drugs for oncology, rheumatoid arthritis, MS and other life-threatening diseases for years to come — and will save the health plan as much as \$9.5 million this year.

FAQ 2. When will my benefits change over to OptumRx?

Highmark pharmacy benefits will continue through June 30, 2022. On July 1, 2022, your pharmacy benefits will automatically transition to OptumRx. **Your medical coverage will remain with Highmark!**

FAQ 3. Will I get a new ID card?

Yes! You will have two types of ID cards as of July 1, 2022: a new medical card through Highmark and a pharmacy card through OptumRx. You will receive both types of cards in mid-June.

- For the pharmacy cards, you will only receive one for the primary account holder and a second card for dependents. Both cards will feature the primary account holder's name but can be used by all dependents.
- You can print additional cards online via the OptumRx website once you enroll.

FAQ 4. Will my copays or pharmacy benefits change?

The copays and plan design will remain the same. Coverage for select drugs will change, but affected members will have until October 1, 2022 to coordinate with their doctor, make changes, or pursue an appeal.

FAQ 5. Am I affected by the drug formulary change?

OptumRx offers a list of covered prescription drugs – called a formulary. While most medications on the Highmark formulary are also on the OptumRx formulary, some members will need to transition to an equivalent alternative medication. See FAQ 6, below, for more details.



FAQ 6. What do I need to do before July 1, 2022?

Starting in May, visit welcome.optumrx.com/acshic. You can learn about formulary changes, home delivery, and more. Keep an eye out for communications from OptumRx in the coming months:

- **If you are receiving a prescription at a retail location:**
 1. You can continue to use your retail pharmacy after July 1.
 2. In June, you will receive a new prescription drug card from OptumRx.
 3. Use your new card after July 1 when you fill prescriptions.
 4. You do not need to take any other steps!

- **If you are receiving maintenance medications by mail or taking a specialty medication:**
 1. Your open prescriptions and authorizations will be transferred to OptumRx or Optum Specialty Pharmacy. You will receive a letter in May or June with information about this change, which should happen automatically.
 2. In June, you will receive a new prescription drug card from OptumRx.
 3. Use your new card after July 1 when you fill prescriptions.

- **Members taking some specific medication may need to take an additional step:**
 1. Some medications require special treatment, as they are not on the OptumRx formulary. You will receive a letter from OptumRx in May or June if you are taking one of these medications. Share the letter with your physician or ask OptumRx to reach out for you.
 2. In these cases, the letter from OptumRx will ask you to change your prescription to an alternative clinically-equivalent drug by October 1, 2022.
 3. Between July 1 and October 1, you will need to either:
 - Get a new prescription for an alternate drug on the OptumRx Formulary; **or**
 - Your doctor may pursue an appeal with OptumRx to keep your prescription as is.
 4. In June, you will also receive a new prescription drug card from OptumRx. Use your new card after July 1 when you fill prescriptions.

FAQ 7. What if my refill is due in the early part of July?

If you have a regular or specialty refill that is due around July 1, talk to your pharmacy or physician about an earlier fill to ensure you have enough of your medication. You can refill your prescription through OptumRx starting July 1, but it may take a few days to process your first fill.

FAQ 8. What if my mail order prescription runs out in early July?

Because it can take a few days to get your first mail order refill, consider filling a few days early at the end of June with your existing mail order service.



FAQ 9. Can I still fill prescriptions at the same pharmacy?

With very few exceptions, yes - your local pharmacy network should remain unchanged.

- If you receive prescriptions via mail or require a specialty medication, those will now be filled by OptumRx's respective mail-order and specialty programs.
- Specialty medications filled at Walgreens or Giant Eagle will transition to Optum Specialty Pharmacy, which will replace both Walgreen Specialty and Giant Eagle Specialty.

FAQ 10. Where can I find a list of OptumRx pharmacies?

- A partial list is available in the Spring Community Health magazine, available now at [acshic.com](https://www.acshic.com).
- An Integrity Pharmaceutical Advisors (IPA) concierge pharmacist can answer your questions at (866) 726-1180.
- Starting in May, find a complete list at welcome.optumrx.com/acshic

FAQ 11. How soon can I contact OptumRx?

Setup for member ID cards, the member portal, customer service and mail and specialty prescription transfers will happen in late June. This is standard practice: OptumRx will coordinate with your Highmark coverage so you are ready for the July 1, 2022 change. Until that time, use Highmark to fill prescriptions as you normally do.

- **Starting in May:**
 - View prescription alerts and enroll in home delivery at welcome.optumrx.com/acshic
- **After July 1 (available 24 hours/day):**
 - **OptumRx member services** phone number will be (855) 798-0776
 - **Optum Specialty** phone number will be (855) 427-4682
 - **Optum Home Delivery** (mail order) phone number will be (800) 356-3477

FAQ 12. What if I have more questions?

- **For pharmacy questions:** Integrity Pharmaceutical Advisors (IPA) is here to help. IPA is a firm of independent pharmacists, retained by ACSHIC, who serve as a "white glove" concierge to assist you and your physician with any changes.
 - IPA pharmacists will answer any pharmacy-related questions, discuss alternative medications, and assist you and your physician. **This service is completely confidential and free to all members.**
 - IPA is available Mon-Fri, 8 am to 8 pm (EST). Make an appointment to speak with an IPA pharmacist by calling Toll Free (866) 726-1180 or scheduling an appointment online at calendly.com/acshic/appointment.

For questions on enrollment: April 15-July 15, you can call (724) 719-6165, Mon-Thu, 10 am-7pm, Fri 10 am-5 pm (EST), for general questions on enrollment, eligibility, or assistance.

- **For Optum Member Services:** OptumRx member services will become available on July 1, 2022. Please wait to call OptumRx at (855) 798-0776 until pharmacy benefits are fully transitioned on July 1. You can also visit welcome.optumrx.com/acshic starting in May to review the formulary, learn about mail options, and more.