

2019 PHARMACY DIRECTORY



This is a brief explanation and overview of the pharmacies members can use to get their prescription drugs. In a continued effort to offer our members value, pharmacies may be added or removed at any time. Changes to our pharmacy network may occur during the benefit year. An updated list of pharmacies is located on our website. Use the pharmacy look-up tool to find a pharmacy, or call UnitedHealthcare® Customer Service at the number on the back of your UnitedHealthcare member ID card.

Network pharmacies

A network pharmacy is a pharmacy where you get prescription drug benefits provided by your plan. We call the pharmacies in this directory our “network pharmacies” because we have made arrangements with them to provide prescription drugs to our plan members. In most cases, your prescriptions are covered under the plan only if they are filled at one of our network pharmacies or through a mail service pharmacy.

You do not have to use the same network pharmacy every time you fill a prescription drug. You may use any of our network pharmacies. In certain situations we may cover prescriptions filled at pharmacies outside of the network. Please see your Evidence of Coverage for more information.

For a complete description of your prescription drug coverage, including how to fill your prescriptions, please see your Evidence of Coverage and Drug List (Formulary).

Preferred mail service pharmacies

A preferred mail service pharmacy is a network mail service pharmacy where our members have lower costs for covered prescription drugs than at other network mail service pharmacies. However, you will still have lower drug prices at standard mail service network pharmacies than at out-of-network mail service pharmacies. You may go to any of the plan’s network mail service pharmacies, preferred or standard, to get your covered prescription drugs.

You can use one of the plan’s preferred mail service pharmacies in our network, OptumRx® home delivery. You are not required to use OptumRx for a 90-day supply of your maintenance medications, but you may pay more out-of-pocket compared to using OptumRx, your plan’s preferred mail service pharmacy.¹

Prescription orders sent directly to OptumRx from your doctor must have your approval before OptumRx can send your medications. This includes new prescriptions and prescription refills. OptumRx will contact you, by phone, to get your approval. At that time you may also tell OptumRx to automatically fill any future prescriptions they receive directly from your doctor(s) for up to one year. If OptumRx is unable to reach you for approval your prescription will not be sent to you.

New prescriptions should arrive within ten business days from the date the completed order is received by the mail service pharmacy. Completed refill orders should arrive in about seven business days. OptumRx will contact you if there will be an extended delay in the delivery of your medications.

To refill your home delivery prescriptions, please call us before you think the drugs you have on hand will run out to make sure your next order is shipped to you in time. If you do not receive your prescription drugs or need to contact us, please call OptumRx toll-free at **1-877-889-6358**, TTY **711**, 24 hours, 7 days a week.

Refunds may be available for prescriptions you did not approve and did not want. You may request a refund or cancel your approval by calling OptumRx toll-free at **1-877-889-6358**, TTY **711**, 24 hours, 7 days a week.

You can find more information about the preferred mail service pharmacy by calling OptumRx at the number listed in the “Mail service pharmacies” section of this directory.

90-day supplies from retail pharmacies

You do not have to use a mail service pharmacy to get a 90-day supply of your prescription drugs. Some of the retail pharmacies in the plan’s network also offer 90-day supply of prescription drugs. If you fill a 90-day supply at a retail pharmacy, you may pay more.

Keep in mind, if you use the plan’s preferred mail service pharmacy you may receive savings on a 90-day supply of prescription drugs.

Pharmacy options

Our network includes many types of pharmacies. Different pharmacies may offer different services or types of drugs. Use the online pharmacy look-up tool to find a pharmacy that is a good fit for your needs. If you have questions about coverage for any of your medications, or for more information on the plan's network pharmacies, please call UnitedHealthcare Customer Service at the number on the back of your UnitedHealthcare member ID card.

Retail pharmacies

Retail pharmacies are pharmacies where members can fill prescriptions. Members can also talk to a pharmacist about basic health concerns. Retail pharmacies are the most common type of pharmacy.

Mail service pharmacies

Our mail service pharmacies will ship your prescription drugs directly to your home. For more information, please see your Evidence of Coverage. Below are the mail service pharmacies in the plan's network.

Preferred mail service pharmacies:

OptumRx

Toll-free **1-877-889-6358**, TTY **711**

www.OptumRx.com

BriovaRx Specialty

Toll-free **1-855-242-2241**, TTY **711**

www.BriovaRx.com

Other mail service pharmacies:

Alliance Rx Walgreens Prime

Home Delivery

Toll-free **1-800-489-2197**

TTY **1-888-492-2968**

www.alliancerxwp.com/home-delivery

Advanced Diabetes Supply

Toll-free **1-866-422-4866**, TTY **711**

www.northcoastmed.com

Manifest Pharmacy, LLC

Toll-free **1-888-614-0119**, TTY **711**

www.manifestrx.com

Home infusion pharmacies

The plan will cover home infusion therapy if:

- The plan has approved your prescription drug for home infusion therapy; and
- You get your prescription from an authorized prescriber.

For more information, please see your Evidence of Coverage.

Long-term care pharmacies

Residents of a long-term care facility may get their covered prescription drugs from their facility's long-term care pharmacy or another network long-term care pharmacy. For more information, please see your Evidence of Coverage.

Indian health service/Tribal/Urban Indian health program (I/T/U) pharmacies

Only Native Americans and Alaska Natives can use I/T/U pharmacies in the plan's pharmacy network. Other people may be able to use these pharmacies under limited circumstances (for example, emergencies). For more information, please see your Evidence of Coverage.

Questions?

Changes to our pharmacy network may occur during the benefit year. An updated list of pharmacies is located on our website. For more information on any of these pharmacy services, please call UnitedHealthcare Customer Service at the number listed on the back of your UnitedHealthcare member ID card.

¹ Maintenance medications are typically those drugs you take on a regular basis for a chronic or long-term condition.

Other pharmacies are available in our network.

The pharmacy network may change at any time. You will receive notice when necessary.

This document is available for free in language of the disclaimer. Please call UnitedHealthcare Customer Service number listed on the back of your UnitedHealthcare member ID card.

Este documento está disponible sin costo en el idioma de la exención de responsabilidad. Llame a Servicio al Cliente de UnitedHealthcare al número que se encuentra en el reverso de su tarjeta de ID de miembro de UnitedHealthcare.

ATTENTION: If you speak Spanish, language assistance services, free of charge, are available to you. Please call the UnitedHealthcare Customer Service number listed on the back of your UnitedHealthcare member ID card.

ATENCIÓN: Si habla español, hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame a Servicio al Cliente de UnitedHealthcare al número que se encuentra en el reverso de su tarjeta de ID de miembro de UnitedHealthcare.

OptumRx is an affiliate of UnitedHealthcare Insurance Company. You are not required to use OptumRx home delivery for a 90-day supply of your maintenance medication. If you have not used OptumRx home delivery, you must approve the first prescription order sent directly from your doctor to OptumRx before it can be filled. New prescriptions from OptumRx should arrive within ten business days from the date the completed order is received, and refill orders should arrive in about seven business days. Contact OptumRx anytime at **1-877-889-6358**, TTY **711**.

Benefits, premium and/or copayments/coinsurance may change on January 1 of each year.

Plans are insured through UnitedHealthcare Insurance Company or one of its affiliated companies, a Medicare Advantage organization with a Medicare contract. Enrollment in the plan depends on the plan's contract renewal with Medicare. UnitedHealthcare Insurance Company pays royalty fees to AARP for the use of its intellectual property. These fees are used for the general purposes of AARP.