

Why should I use BrivoRx?

When BrivoRx is the provider of your specialty medications, you don't have to worry about filling specialty medications at any other location, such as a retail pharmacy or your doctor's office. You'll also have access to experienced pharmacists and nurses who can provide information about why your medication was prescribed, how it works, and how to administer and store it. They're also available to help you manage any side effects or to answer any questions or concerns you may have.

How will I receive my specialty medication from BrivoRx?

We ship your medication wherever you need it — in safe, temperature-controlled and tested packaging — and standard shipping is at no cost to you.

Who can I call if I have specialty pharmacy questions?

You can call BrivoRx, the OptumRx specialty pharmacy, at **1-888-341-8579**.

For questions regarding automatic transferring of your specialty medication to BrivoRx, please call a BrivoRx representative after your coverage begins at the number above. You can also register online at **brivovrx.com/newpatient**. BrivoRx representatives will contact your doctor and take care of everything else.

More information



Visit **optumrx.com/stateofnewjersey**



or call us toll free at
1-844-368-8740, TTY 711,
Monday through Friday from
9 a.m. to 9 p.m. ET



OptumRx specializes in the delivery, clinical management and affordability of prescription medications and consumer health products. We are an Optum® company — a leading provider of integrated health services. Learn more at **optum.com**.

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Will I be able to manage my home delivery prescriptions online?

Yes, after your plan moves to OptumRx, you will be able to access your prescription and home delivery information online or through the mobile app.

How do I order my prescriptions from OptumRx home delivery?

Once your coverage begins, there are four ways to place a home delivery order:



Go online. Visit the website on your member ID card or open the app



By ePrescribe. Your doctor can send an electronic prescription to OptumRx



By phone. Call the toll-free number on your member ID card



By mail. Download a form from the website on your member ID card. Then, complete and mail it to OptumRx with your prescription

Once I place a home delivery order, how quickly will I get my medication?

New and refill prescription orders are delivered by standard U.S. mail and will arrive within four to seven days from the date OptumRx receives the completed order.

I currently use home delivery. How can I make sure I don't run out of medication during the transition to OptumRx?

Make sure to have enough medication on hand to last for one month after your plan moves to OptumRx.

Specialty pharmacy

What is specialty medication?

Specialty medication treats chronic conditions such as cancer, multiple sclerosis and rheumatoid arthritis. It can be an injectable, oral or inhaled medication with one or more of the following characteristics:

- May require ongoing clinical oversight and additional education for best management
- Has unique storage or shipping requirements
- May not be available at retail pharmacies.

Why is assistance from a health care professional necessary when taking specialty medication?

When following a specialty medication treatment plan, careful assistance by a health care professional may be required to make sure the medication you are taking is:

- Working effectively
- The appropriate dose for your condition
- Doesn't cause harmful side effects

Who is BrivoRx?

BrivoRx® is the OptumRx specialty pharmacy. Our patient care coordinators and pharmacists are highly trained to understand your special therapy needs.

Will Medicare Part D under OptumRx be the same under the previous plan?

The Medicare Part D plan under OptumRx will have the same benefit design as the Medicare Part D plan under the previous plan. However, there are differences in the formulary that can be reviewed on the open enrollment website or on the formulary you receive.

Will OptumRx have an automatic prescription refills program for maintenance medications, those you take regularly?

OptumRx does have a Hassle-Free FillSM program that allows members to put their medication on automatic refill. Members can elect to have this turned on through the OptumRx website or by contacting member services on or after the plan effective date.

Are there any medications that must go through a mail order process instead of retail?

The mandatory mail plans are allowed two retail 30-day fills before they must use mail service. If a member is utilizing a specialty medication, then the individual needs to use BriovaRx. Letters regarding this will be sent out to those members.

Some retail pharmacies fill a 90-day supply for the mail order copay. Will that be available through OptumRx? If so, which pharmacies?

Yes, OptumRx will allow a 90-day supply at retail. Copays will vary depending on plan.

Home delivery

What are the advantages of using OptumRx home delivery?

OptumRx home delivery is a convenient, cost-effective and safe option for medications you take regularly.

- Medications are delivered directly to your mailbox, which means fewer trips to the pharmacy
- You will receive up to a 90-day supply, which may save you money on copays
- Pharmacists are available by phone 24 hours a day, 7 days a week to answer questions
- You can set up automatic reminders to help you remember when to take your medication and refill your prescription

How does OptumRx home delivery work?

- Order up to a 90-day supply of medications you take regularly. Submit your order online, through the app, or by phone or mail
- OptumRx fills your order, ships it to you, and lets you know when to expect your delivery

How do I set up my billing information for OptumRx home delivery?

We know how important it is to keep personal information safe. Before we can ship your first home delivery order, you will need to set up your credit card or billing preference with OptumRx.

Frequently asked questions about transitioning to OptumRx

What is a formulary?

A formulary:

- Lists commonly prescribed medications from your plan's complete pharmacy benefit coverage list
- Identifies the medications available for certain conditions and organizes them into cost levels, also known as tiers
- Lets you know if there are any medication exclusions, or if any require prior authorization or step therapy, which may affect how medications are covered

To learn if your medication is covered, check your formulary on the app or online at optumrx.com/stateofnewjersey. You can also find out what you may need to do before filling your prescription.

Will the preferred drug list used for retirees under OptumRx be the same as with the previous plan?

No, the OptumRx preferred drug list will not be the same as the list used in the previous plan.

Why could my medication cost change?

OptumRx will continue to look for ways to help make getting your medications more affordable. Your coverage could change for several reasons including those noted below.

- Medications could change tiers or may no longer be covered
- You may be required to have a prior authorization (pre-approval for coverage)
- You may be required to try other medications first (step therapy)
- Medications may only be covered in certain quantities or in a specified time period

Will a list be available to check whether a medication is preferred or non-preferred?

Yes, the OptumRx open enrollment website will have the formulary list available as a reference. The OptumRx member services will also be available for questions.

How are diabetic (blood glucose) testing supplies (strips and lancets) covered under the new plan?

Coverage will be as described below for each group:

- **Active- and non-Medicare-eligible retirees/members**

The only change would be formulary tier changes or if it's an exclusion on the premium formulary.

- **Medicare-eligible members**

Diabetic testing supplies are a covered benefit under Medicare Part B, not under your Part D prescription drug plan. Your Medicare Part B provider will follow the formulary and guidelines, and bill Medicare Part B and any supplemental coverage if applicable.

Will brand-name prescriptions be filled with generics? If so, what step should I take to ensure the brand is filled?

OptumRx home delivery will fill prescriptions with a generic medication unless otherwise told by the doctor or if the member requests brand.

Frequently asked questions about transitioning to OptumRx

OptumRx will manage your State of New Jersey pharmacy benefit.

Before plan effective date

Online: optumrx.com/stateofnewjersey

Member Phone: **1-844-368-8740**

Monday through Friday, 9 a.m. to 9 p.m. ET

App for your smartphone: **OptumRx**

After plan effective date

Online: optumrx.com

Member Phone: **1-844-368-8740**

24 hours a day, seven days a week

App for your smartphone: **OptumRx**

General questions

Who is OptumRx?

OptumRx® will be your plan's pharmacy care services manager. Our goal is to provide safe, easy and cost-effective ways for you to get the medication you need.

With OptumRx, can I continue to go to the same pharmacy?

You will have access to the OptumRx home delivery pharmacy and a network of retail pharmacies, including large national chains and many local pharmacies. To see a list of network pharmacies in your area, use our app, visit the website on your member ID card or call customer service.

Will I receive a new pharmacy ID card?

Yes, you'll receive a new member ID card and welcome materials a few weeks before your plan becomes effective.

How will I fill my prescription at a retail pharmacy?

On or after your effective date, choose a pharmacy in your plan's network and present your member ID card at the pharmacy counter. If you are refilling a current medication, the retail pharmacy does not need a new prescription.

Will the medication I'm currently taking be covered with OptumRx?

To learn if your medication is covered, check your plan's formulary or list of covered medications online on or after your effective date. You can also find out what you may need to do before filling the prescription.

