



## Welcome to the UnitedHealthcare specialty pharmacy program

Specialty medications are important to maintain or improve your health. Our specialty pharmacy program has resources and personalized support to help you with your condition.



### What is a specialty medication?

An injected, infused, oral or inhaled medication is defined as a specialty medication if it:

- May need ongoing clinical oversight and extra education
- Has unique storage or shipping needs
- May not be available at retail pharmacies
- May need infusion or home nursing

### What services does the specialty pharmacy provide?

UnitedHealthcare® offers specialty medication services through Optum® Specialty Pharmacy. Optum Specialty Pharmacy supports you with a team of pharmacists and nurses who specialize in your condition—at no extra cost to you. You also have:

- Access to your medications at your plan's lowest cost
- 24/7 access to pharmacists
- Clinical and adherence programs
- Medication supplies at no extra cost
- Refill reminders
- Timely delivery in confidential packaging

# Guiding your health journey under the pharmacy benefit

We understand the challenge of living with and managing a complex health condition. Our specialty pharmacy program is here to assist you every step of the way.



## Getting started

Call **1-855-427-4682** to enroll in the specialty pharmacy program.

Pharmacists and patient care coordinators are ready 24/7 to take care of everything, including:

- Transferring your prescription
- Helping find affordable ways to get your medication
- Explaining how to use the specialty pharmacy



## Personalized support

Optum Specialty Pharmacy is always available by phone to answer any questions you may have about your medication, side effects and more. The personalized support doesn't stop there.

**Virtual visits** let you connect face-to-face with your care team. Ask for a real-time video chat with an expert in your condition. Your personal, confidential appointment gives you as much time as you need to ask questions from the privacy of your home. You can even record your session to review later or to share with your caregivers.

**Video series** can help you feel more connected to others with the same condition and give you a chance to learn more about your treatment. Hear from other patients with your condition about their treatment and how they are doing on it. Video libraries are currently only available for select conditions.



## Working with your pharmacist or nurse

Tell your pharmacist or nurse about any changes or complications in your therapy, such as:

- Side effects
- Forgetting to take your medication

If you need help with any other health concerns, your pharmacist or nurse can help you find wellness management programs to help you stay on track.



## Staying on track

### Quick and easy refills

A few days before your next fill, we'll send you a refill reminder by email, phone or text. If you aren't already signed up for text messages, you can sign up by phone.

### Fast, safe delivery

With Optum Specialty Pharmacy, shipping your medication is quick, easy and safe. Refrigerated medications will be shipped overnight to the address you choose in a temperature-controlled package. Others will be shipped within 1–3 days. Supplies will also be sent at no extra cost.

### Save more money

Optum Specialty Pharmacy can only fill your specialty medications. Use your home delivery or retail pharmacy for your non-specialty prescriptions.

If you're looking to save money on your medications, finding lower-cost options and filling your non-specialty prescriptions by mail can help.

Optum Specialty Pharmacy is affiliated with OptumRx, a pharmacy benefits manager. You may not be required to use Optum Specialty Pharmacy for your specialty medication. There may other pharmacies available in your network. Call the customer service number on your member ID card or visit your plan website and use the pharmacy locator to view listings. Your receipt of this communication is acknowledgment of the information provided. You may contact the customer service number on your member ID card for any questions or concerns.

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