

Get to know the 5W's to OptumRx

WHO | WHAT | WHEN | WHERE | WHY

Who do we call?

Calling the right number the first time can help you spend less time on the phone and more time helping patients.

Department	Number	Topics
Pharmacy Help Desk (24 hours/7 days)	877-645-1282	Overrides, dose changes, lost/stolen, resolve claim issues.
Prior Authorization (PA) (7-12 CST M-F, 8-5 CST Sat)	800-711-4555	Prior Authorization related questions/concerns. The Pharmacy Help Desk can connect you to the correct PA team after hours.
Provider Relations (8-5 CST M-F)	877-633-4701 Provider.relations@optum.com	Network related rejections, financial questions, 835/remittances, website assistance, MAC/AWP Issues.

What should we say?

Messaging can be confusing. Communicating a reject, Prior Authorization, and more effectively is important in helping patients understand.

Instead of "reject" consider saying....

"We received a **response message** that your insurance company needs more information before they will cover your medication which is a **normal** to keep **costs down** and **patients safe**."

When explaining a PA consider saying....

"A message from your insurance indicates that a **Prior Authorization** is needed, which is how health plans help **control costs** and make sure patients are using the **right medications** to keep us all safe."

Explaining a clinical edit? Try...

"Your insurance has an alternative medication that is **preferred** as a first line therapy. This helps get you the most **cost effective** and **clinically appropriate** therapy."



Want help?
www.optumrxtechu.com

Why OptumRx?

OptumRx is a Pharmacy Services Organization focused helping **patients live healthier lives** and the **health system work better for everyone**.

OptumRx has a focus on **Innovation**. Precheck Myscript service which provides patient-specific benefit, formulary and cost information with the ability to clear PA while the patient is in the doctor's

OptumRx has a focus on **Relationships**. Learn about how OptumRx wants to help Technicians in their roles at www.optumrxtechu.com.

When do I do training?

Training is important and can be contractually required. Check your state requirements. Know where to find trainings that help you and keep you compliant.

Topic	Description
Fraud, Waste & Abuse (FWA) https://professionals.optumrx.com/resources/fwa-compliance.html	The CMS annual FWA and general compliance training on our website.
Cultural Sensitivity and HIPAA – Health Insurance Portability Accountability Act https://professionals.optumrx.com/resources/fwa-compliance/fwa-attestation.html	Pharmacy training available for Culture Sensitivity and HIPAA.
OptumRx Technician University Training for Technicians www.optumrxtechu.com	Self-paced, virtual training providing retail pharmacy technicians a better understanding of pharmacy benefits for your patients.



Where are the documents & resources?

Knowing where to find documents and resources can help make your day-to-day duties easier and help with the things that don't come up every day like pharmacy audits. Find key reference sources at www.professionals.optumrx.com

Description	Example Documents, Reports, Forms
Resources Includes Guides, Manuals, Formularies, Payer Sheets, Training, Notices and FAQs	Fax forms for Prior Authorizations, New Physicians, Medicare Part D plans, Network participation ° Enrollment forms and FAQs for Electronic Payment Solutions (ERA, EFT).
Clinical Publications Includes Newsletters and articles	Rx News features daily articles on drug approvals, recalls, shortages, discontinuations, revised indications and more. Rx Highlights captures daily articles and puts them in a digest format by month.