

Important Update: Grace Period Now in Place for OptumRx® Home Delivery Pharmacy Controlled Substance e-Prescription Requirement

As of **Jan. 1, 2020**, OptumRx home delivery pharmacy accepts only e-prescriptions for opioids and other controlled substances for home delivery pharmacy service. However, to support care providers who haven't completed their Electronic Prescriptions for Controlled Substances (EPCS) certification, **OptumRx home delivery pharmacy is offering a grace period from Jan. 1 - Feb. 29, 2020**, during which they'll continue to fill hard copy, faxed or phone-in prescriptions for opioids and other controlled substances.

If you submit a prescription by hard copy, fax or phone for controlled substances during this grace period, OptumRx® home delivery pharmacy will send reminders to you and your patient to send future controlled substance prescriptions electronically.

Please note that this **only affects OptumRx home delivery services** and not OptumRx pharmacy benefits as a whole. Members can still receive prescriptions for controlled substances without e-prescriptions at their local pharmacies.

After the Grace Period Ends

Beginning **March 1, 2020**, the OptumRx home delivery pharmacy will no longer fill prescriptions received by hard copy, fax or phone for opioids and other controlled substances. If you send a prescription to OptumRx home delivery pharmacy for a controlled substance using a means other than e-prescribing on or after March 1, 2020, they'll work with you and your patient to help get the prescription filled at a local pharmacy, if appropriate.

If you or your practice are planning to become certified in 2020, and won't be live by March 1, 2020, please email EPCSquestions@optum.com to ask about an exemption.

Exceptions

At this time, this requirement doesn't apply to:

- Members living in Alaska, Guam, Puerto Rico or the U.S. Virgin Islands.
- Prescribers who are exempt from state EPCS requirements or the CMS SUPPORT Act EPCS exceptions.
- Practitioners who have demonstrated other exceptional circumstances.

If you're unable to submit e-prescriptions due to a hardship, or your patient is unable to go to their local pharmacy to pick up a prescription, you can ask for an exception. Please email your exception request to EPCSquestions@optum.com. In your email, please include the following information:

- A brief description of the obstacle for e-prescribing
- Your name, address and phone number
- Your National Provider Identifier (NPI) number

Someone will get back to you within one business day.

EPCS Resources

If you still haven't gotten EPCS certified, we've created several resources to help you get started:

- [EPCS Frequently Asked Questions](#): From the landing page, click on the Frequently Asked Questions link.
- [EPCS Landing Page](#): Contains information about EPCS certification, including how to check if you are already certified and how to get certified.
- [EPCS Webinar](#): The webinar is only 12 minutes long, and would be great viewing for a lunch-and-learn with your staff.

We're Here to Help

We want to help you and your patients with this transition. If you have questions, please send an email to the [EPCS Email Hotline](#).