

OptumRx Pharmacy Portal Frequently Asked Questions

QUESTIONS	ANSWERS
<p>Why should I register for OptumRx Pharmacy Portal?</p>	<p>When you register for OptumRx® Pharmacy Portal, you'll get 24/7 access to digital tools to assist patients, including:</p> <ul style="list-style-type: none"> • Real-time refill too soon claim reject override • Claim status & history • Patient eligibility information • Prior authorization status • MAC list information • Payment remittance (Independent & PSAO pharmacies)
<p>How do I register for an Optum ID to use the OptumRx Pharmacy Portal?</p>	<p>Follow these steps to register for an Optum ID</p> <ol style="list-style-type: none"> 1. Go to https://professionals.optumrx.com 2. Under Pharmacy Sign In, click on Register for an Optum ID 3. Under Additional options, select Create an Optum ID 4. Provide the required information, and select I Agree
<p>How do I get access to OptumRx Pharmacy Portal once I sign up for an Optum ID?</p>	<p>Once your Optum ID is created and established, the user will be navigated to register for the Healthcare Professionals page.</p> <ul style="list-style-type: none"> • Under register selection, select Pharmacy • Enter required fields • Select Initiate fax to be sent • Retrieve unique PIN from retrieved fax • Enter unique PIN • Complete Registration

<p>When trying to register for an Optum ID, I received the message “You have entered a NCPDP# for pharmacy that is attached to a chain”. What should I do next?</p>	<p>Follow these steps to continue registration for a chain or PSAO pharmacy:</p> <ol style="list-style-type: none"> 1. If you wish to continue registration for a portal account, please click this Link 2. Enter required fields 3. Select Submit by e-mail <p>If additional assistance is needed, contact provider.relations@optum.com Provider Relations will register the information and submit an email for the user to create their username and password within 7 days.</p>
<p>What if I lost my password?</p>	<p>Follow these steps to reset your password:</p> <ol style="list-style-type: none"> 1. Go to https://professionals.optumrx.com 2. Click on the Pharmacy Sign In button 3. Under Sign In, click Forgot Password 4. Enter email address or Optum ID 5. Answer security questions 6. Receive email to update password <p>If you can't answer the security questions, contact provider. relations@optum.com</p>
<p>What if I forgot my Optum ID?</p>	<p>Follow these steps to reset your Optum ID</p> <ol style="list-style-type: none"> 1. Go to https://professionals.optumrx.com 2. Click on the Pharmacy Sign In button 3. Under Sign In, click Forgot Optum ID 4. Enter email address 5. Answer security questions 6. Receive email to update password <p>If you can't answer the security questions, contact provider. relations@optum.com</p>
<p>Can I share my Optum ID?</p>	<p>A separate OptumRx Pharmacy Portal request form should be completed for each user.</p>

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How do I re-activate my OptumRx Pharmacy Portal account?	Follow these steps to re-active your account <ol style="list-style-type: none">1. Go to https://professionals.optumrx.com2. Enter NCPDP ID3. Select office location4. Initiate fax to that selected office location5. Obtain unique ID and enter unique ID6. Complete registration
What if I am locked out of the OptumRx Pharmacy Portal?	Contact OptumRx Provider Relations at: provider.relations@optum.com . In the email, include: <ul style="list-style-type: none">• The patient's name• Your chain code or NCPDP number• Your email address• Your phone number Provider Relations will respond to your email within 7 days. For immediate assistance with a patient's prescription, please contact the OptumRx Pharmacy Help Desk.
What if I can't locate the remittance I need?	Contact OptumRx Provider Relations at: provider.relations@optum.com In the email, include: <ul style="list-style-type: none">• The patient's name• Member ID number• Patient's date of birth• Your chain code or NCPDP number• The date of service
What if I need help with my OptumRx MedMonitor account?	Contact the OptumRx MedMonitor help desk: <ul style="list-style-type: none">• Email MedMonitor@optum.com• Call the MedMonitor Help Desk at 1-866-840-1923, Monday through Friday: 8 a.m. to 4 p.m. CST

How do I file a MAC Appeal?	<p>You can submit MAC appeals in the pharmacy portal.</p> <ol style="list-style-type: none">1. Log in to the OptumRx Pharmacy Portal at https://professionals.optumrx.com using your Optum ID and password2. Select the MAC Appeal tab from the header navigation menu3. Click on MAC Appeal Form to download the template to your PC4. Complete the template5. Return to the MAC Appeal tab in the OptumRx Pharmacy Portal6. Select Upload File button7. Upload completed MAC Appeal forms from your PC (please note that only .xls/.xlsx will be allowed for upload)8. Click on Submit
How do I request a real-time refill too soon override?	<ol style="list-style-type: none">1. Log in to the OptumRx Pharmacy Portal at https://professionals.optumrx.com using your Optum ID and password2. Select the override request tab3. Enter patient information (Member ID or last name & date of birth) then select Search4. From the Patient Claim History page, select the applicable claim5. If an override is available, there will be a Request Override button6. Click the button, and select from the list of override reasons under the claim information7. Select Submit override8. Override status will appear immediately<ul style="list-style-type: none">• Successful override without a code• Successful override with a code• Not eligible override• Unknown override <p>Contact the OptumRx Pharmacy Help Desk for further assistance.</p>
What do I do if I experience technical issues?	<p>Engage the technical support team at 1-855-505-8114</p>