

OptumRx Pharmacy Portal

Frequently Asked Questions

QUESTIONS	ANSWERS
Why should I register for OptumRx Pharmacy eServices?	<p>When you register for OptumRx Pharmacy eServices, you'll get 24/7 access to digital tools to assist patients, including the ability to:</p> <ul style="list-style-type: none">• View patient claims history and eligibility information, including Rx BIN, Rx PCN and Rx Group details• Perform real-time refill too soon overrides for vacation, lost or stolen medication, mail order delay, and long-term care facility admit/discharge• View status and details of approved, denied, and pending Prior Authorizations• Search for drug pricing and alternative medication options specific to the patient's formulary
How do I register for a One Healthcare ID to use the OptumRx Pharmacy Portal?	<p>Follow these steps to register:</p> <ol style="list-style-type: none">1. Go to https://professionals.optumrx.com2. Under Pharmacy Sign In, click on Register for a One Healthcare ID3. Under Additional Options, select Create a One Healthcare ID4. Provide the required information, and select I Agree
When trying to register for a One Healthcare ID, I received the message "you have entered a NCPDP# for pharmacy that is attached to a chain". What should I do next?	<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 link2. Enter required fields3. Select Submit by e-mail <p>If additional assistance is needed, contact provider.relations@optum.com</p>
What if I forgot my One Healthcare ID?	<p>Follow these steps to reset your One Healthcare ID:</p> <ol style="list-style-type: none">1. Go to https://professionals.optumrx.com2. Click on the Pharmacy Sign In button3. Under Sign In, click Forgot One Healthcare ID4. Enter email address or One Healthcare ID5. Answer security questions6. Receive email to update One Healthcare ID <p>If you can't answer the security questions, contact provider.relations@optum.com</p>
What if I lost my password?	<p>Follow these steps to reset your password:</p> <ol style="list-style-type: none">1. Go to https://professionals.optumrx.com2. Click on the Pharmacy Sign In button3. Under Sign In, click Forgot Password

	<ol style="list-style-type: none"> 4. Enter email address or One Healthcare 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>
Can I share my One Healthcare ID?	A separate OptumRx Pharmacy Portal request form should be completed for each user.
What if I am locked out of the OptumRx Pharmacy Portal?	<p>Contact OptumRx Provider Relations at provider.relations@optum.com.</p> <p>In the email, include:</p> <ul style="list-style-type: none"> • Your user ID • Your chain code or NCPDP number • Your email address • Your phone number <p>Provider Relations will respond to your email within 7 days.</p> <p>For immediate assistance with a patient's prescription, please contact the OptumRx Pharmacy Help Desk.</p>
What if I can't locate the remittance I need?	<p>Contact OptumRx Provider Relations at provider.relations@optum.com.</p> <p>In the email, include:</p> <ul style="list-style-type: none"> • The patient's name • The patient's date of birth • Member ID number • Your chain code or NCPDP number • The date of service
What if I need help with my OptumRx MedMonitor account?	<p>Contact the OptumRx MedMonitor Help Desk:</p> <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 One Healthcare ID and password 2. Select the MAC Appeal tab from the header navigation menu 3. Click on MAC Appeal Form to download the template to your PC 4. Complete the template 5. Return to the MAC Appeal tab in the OptumRx Pharmacy Portal 6. Select Upload File button 7. 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 search for a patient?	You can search for a patient in the pharmacy portal.

	<ol style="list-style-type: none"> 1. Log in to the OptumRx Pharmacy Portal at https://professionals.optumrx.com using your One Healthcare ID and password 2. Select the Pharmacy eServices – Self-Service tab from the header navigation menu to access the Search for a Patient screen 3. Enter the Patient ID <i>or</i> Last Name and Date of Birth and click Search 4. Click on the patient’s name to access their Patient Profile <p>If you would like to search for a new patient, click Search for a New Patient at the bottom of the Patient Profile.</p>
<p>How do I find patient eligibility and processing information?</p>	<p>You can view patient eligibility and processing information 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 One Healthcare ID and password 2. Select the Pharmacy eServices – Self-Service tab from the header navigation menu to access the Search for a Patient screen 3. Enter the Patient ID <i>or</i> Last Name and Date of Birth and click Search 4. Click on the patient’s name to access their Patient Profile 5. The patient’s eligibility status, Rx BIN, Rx PCN, and Rx GRP are listed on left-side panel.
<p>How do I view a patient’s claim history?</p>	<p>You can view a patient’s claim history 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 One Healthcare ID and password 2. Select the Pharmacy eServices – Self-Service tab from the header navigation menu to access the Search for a Patient screen 3. Enter the Patient ID <i>or</i> Last Name and Date of Birth and click Search 4. Click on the patient’s name to access their Patient Profile 5. The Claim History page will display rejected and paid claims for the patient at your pharmacy location or affiliated chain location. <ul style="list-style-type: none"> • Note: Claim History defaults to show the last <u>3 days</u> of claims for the patient. If you need to change this date range to find a claim, click change dates to select the appropriate date range.
<p>How do I request a real-time refill too soon override?</p>	<p>You can request refill too soon overrides for vacation, lost or stolen medication, mail order delay or long-term care facility admit/discharge 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 One Healthcare ID and password 2. Select the Pharmacy eServices – Self-Service tab from the header navigation menu to access the Search for a Patient screen 3. Enter the Patient ID <i>or</i> Last Name and Date of Birth and click Search 4. Click on the patient’s name to access their Patient Profile 5. Locate the rejected claim on the Claim History page 6. If an override is available, there will be a Request Override button at the bottom of the claim card

	<ul style="list-style-type: none"> • Note: The option to request an override will not appear if the claim has any additional rejections other than refill too soon. If the option is not available, contact the Pharmacy Help Desk. <ol style="list-style-type: none"> 7. Click the Request Override button and select the applicable override reason 8. Click Submit Override 9. The outcome of the override request will display on the screen immediately <ul style="list-style-type: none"> • Successful override, re-run the claim in your system • Successful override with a Submission Clarification Code • Patient is not eligible for the override <p>If you receive the result “At this time, we’re unable to complete your request...”, please contact the Pharmacy Help Desk for further assistance.</p>
<p>How do I search for a drug price and view alternative medications for a patient?</p>	<p>You can check the price of a medication and view formulary alternatives for a patient 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 One Healthcare ID and password 2. Select the Pharmacy eServices – Self-Service tab from the header navigation menu to access the Search for a Patient screen 3. Enter the Patient ID <i>or</i> Last Name and Date of Birth and click Search 4. Click on the patient’s name to access their Patient Profile 5. Click the Drug Pricing tab in the bottom left corner 6. Enter required fields and click Search 7. Drug pricing results and available formulary alternatives will display <p>To search for another drug, click the Search Again button at the top of the screen</p>
<p>How do I view prior authorizations history?</p>	<p>You can view up to 12 months of prior authorizations history 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 One Healthcare ID and password 2. Select the Pharmacy eServices – Self-Service tab from the header navigation menu to access the Search for a Patient screen 3. Enter the Patient ID <i>or</i> Last Name and Date of Birth and click Search 4. Click on the patient’s name to access their Patient Profile 5. Click the Prior Authorizations tab in the bottom left corner <ul style="list-style-type: none"> • Note: Prior Authorizations History will default to show the last <u>6 months</u> of information. You can click Show 12 months if you need to look further back.
<p>What do I do if I experience technical issues?</p>	<p>Call the OptumRx Technical Support Team at 1-844-564-2199, Monday through Friday: 7 a.m. to 7 p.m. CST</p>