



Important Update:

‘On-Hold’ status ends for OptumRx® Home Delivery Pharmacy Controlled Substance e-Prescribing Requirement: Effective July 1, 2020

In response to the COVID-19 pandemic, OptumRx home delivery pharmacy put a temporary hold on the implementation of their mandatory e-prescribing requirement for controlled substances (EPCS). Starting **July 1, 2020**, OptumRx will lift the on-hold status of their EPCS requirement and will no longer fill prescriptions received by hard copy, fax or phone for opioids and other controlled substances. This is in an effort to increase patient safety and reduce potential fraud.

If you send a prescription to OptumRx home delivery pharmacy for a controlled substance using a means other than e-prescribing on or after July 1, 2020, they will work with you and your patient to help get the prescription filled at a local pharmacy, if appropriate.

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 eprescriptions at their local pharmacies.

If you or your practice are planning to become certified in 2020, and won't be live by July 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, there are 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.

OptumRx is here to help you and your patients through this transition.

If you have questions, please send an email to the [EPCS Email Hotline](#).

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