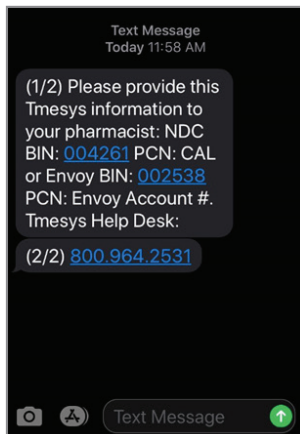
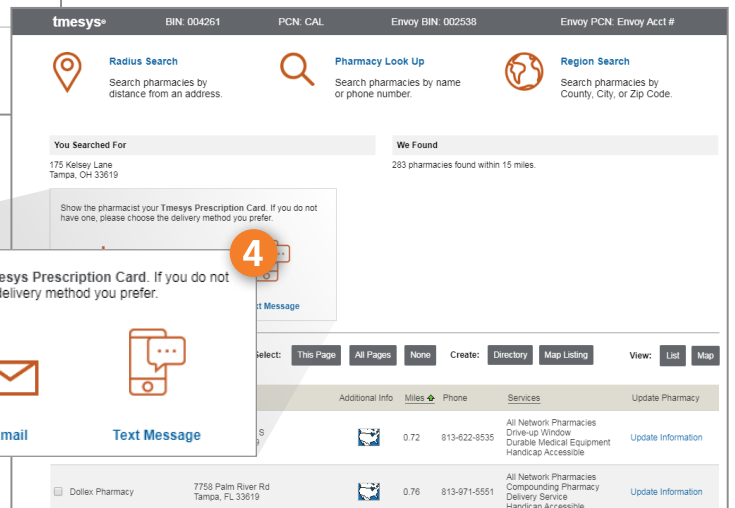
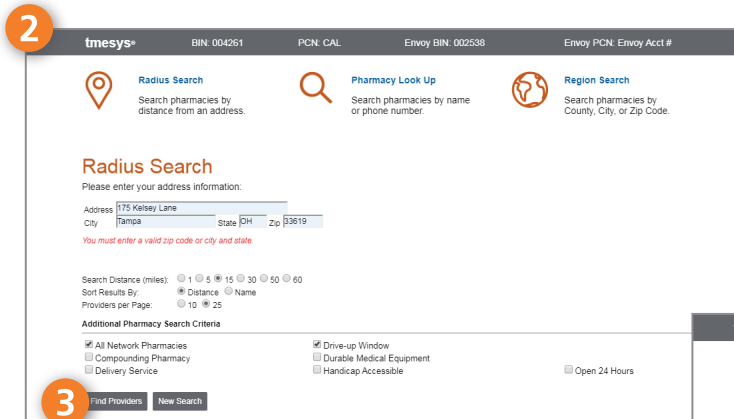
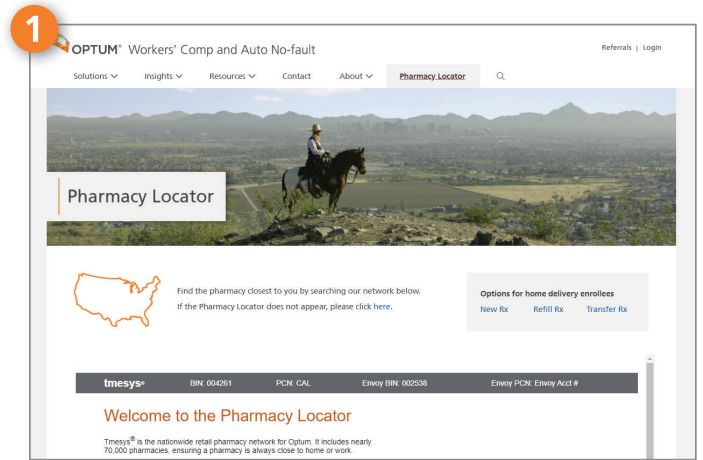


# PHARMACY LOCATOR, REFILL-TOO-SOON AND HOME DELIVERY GUIDE

## PHARMACY LOCATOR

1. To locate a retail pharmacy network visit [www.workcompauto.optum.com](http://www.workcompauto.optum.com)
2. Click on **Radius Search** and then enter the demographics to create a network directory, use the parameters to assist in finding the appropriate pharmacy such as “drive through window” service.
3. Select “**find providers**” to access the directory
4. Once local pharmacies have been identified, you are able to download a temporary card, email the directory to yourself or the claimant, or send a text message to the claimant with processing instructions to share with the pharmacy.



## REFILL-TOO-SOON (RTS)

In response to the coronavirus (COVID-19) situation, Refill-Too-Soon (RTS) edits have been lifted in our system to allow claimants to obtain medications in adequate supply should they need to isolate or shelter-in-place. This will be in place through April 3, 2020. At that time, our clinical and operations team will be re-evaluating the situation.

### How does this work?

- If a claimant has a 30-day supply and needs to fill the prescription early traditionally they could do so on day 24. If the claimant requested prior to day 24, an authorization would be required from the case owner.
- This change will allow the claimant to fill the prescription earlier than day 24 without an authorization from the case owner but still at the discretion of their dispensing pharmacist.
- All early fills released during this time will be documented with a different decision edit other than refill too soon.

### What if a claimant needs more than a 30-day supply at a retail pharmacy?

- They can work with their retail pharmacist and prescriber.
- The claimant is able to obtain up to a 90-day supply should their prescriber write a longer day supply prescription with exceptions based on jurisdictional rules.
- If the claimant or pharmacies need any assistance with the day supply or refill too soon process, we ask they contact our Retail Helpdesk Team for assistance 1-800-964-2531

EDIT	RETAIL	HOME DELIVERY
Medication plan authorization	34-day supply	102-day supply
Authorization period	90-days	180-days
Refill too soon	Relaxed	Relaxed

## HOME DELIVERY

### What if a claimant needs to get medications mailed instead of using a local pharmacy?

- Our home delivery pharmacy, OptumRx, will continue to process and ship orders.
- Please note: filling prescriptions through a local, drive-through pharmacy may be a more timely and effective method if the claimant is not currently enrolled in the program and requires medication(s) immediately.
- We recommend continuing to enroll the claimant in the home delivery program and recommend obtaining the initial medication(s) at the retail pharmacy then future medication(s) through home delivery.
- Enroll claimants by using VitalPoint or contacting our Home Delivery Team 1-866-764-4772



#### About Optum for Workers' Compensation and Auto No-Fault

Optum Workers' Comp and Auto No-fault Solutions collaborates with clients to lower costs while improving health outcomes for the claimants we serve. Our comprehensive pharmacy, ancillary and managed care services, including settlement solutions, combine data, analytics, and extensive clinical expertise with innovative technology to ensure claimants receive safe, efficacious and cost-effective care throughout the lifecycle of a claim. For more information, email us at [expectmore@optum.com](mailto:expectmore@optum.com).

Optum and its respective marks are trademarks of Optum, Inc. All other brand or product names are trademarks or registered marks of their respective owners. Because we are continuously improving our products and services, Optum reserves the right to change specifications without prior notice. Optum is an equal opportunity employer.