

How Your Specialty Pharmacy Works



Expert Support Throughout Your Treatment

Specialty medications are some of the true “wonder drugs” in medicine today. While they change, improve and even save lives, people taking these unique drugs may have a harder time managing their symptoms and coping with daily challenges. That’s why OptumRx™ Specialty Pharmacy does more than fill your prescriptions for specialty drugs. We provide you — and your doctor — with a team to support you.

We also have flexible, convenient delivery options to get your medicine to you safely with no shipping fee.

This brochure will help you get the most out of your specialty medication treatment. Please read it and keep it for future use.

The entire OptumRx team is behind your care and working to help you achieve the best possible treatment outcome.

Patient Care Coordinators

Patient Care Coordinators (PCCs) are your main contacts at OptumRx. They will check in with you regularly to help you:

- Better understand your condition
- Get the most from your treatment plan and medications
- Manage your inventory and schedule deliveries so you don’t run out
- Help control your symptoms and medication side effects

You get this personal support for no extra charge. Plus, OptumRx Specialty Pharmacy will answer your questions in private 24 hours a day, 7 days a week.

OptumRx Pharmacists

Our pharmacists are also on your treatment team. They work with your doctor and PCC to track your medication so you get the most out of your drug therapy. They will also:

- Review prescriptions to find potential interactions between medications
- Contact your doctor when needed to discuss your prescription, dosage and treatment

If you have questions, please call the OptumRx Specialty Pharmacy Team at **1-866-218-5445**, from 5 a.m.–7 p.m., PT, Monday–Friday and 5 a.m.–5 p.m., PT, Saturday–Sunday. You can also talk with our pharmacists 24 hours a day, 7 days a week.

More About Your Specialty Pharmacy

Copayments

Copays must be made before your order can ship. You can either mail OptumRx a check or use a credit card. Credit cards are preferred and may be more convenient for you. With your permission, we safely file your credit card number to charge future refills.

Orders and Refills

When you take a specialty medicine, it's important to get your refills on time. Our goal is to deliver your medication on time, every time. That's why a PCC will contact you about a week before we ship your medicine. Besides scheduling deliveries, the PCC will check to see if you need supplies and answer your questions.

If you ever run short of your drug or supplies, call your PCC right away to make proper arrangements. Never wait until you run out.

Shipping and Deliveries

All specialty medications are shipped at no charge to you. Most items are shipped via ground delivery. Refrigerated specialty drugs are shipped overnight, with scheduled deliveries Tuesday through Friday. Orders can be shipped to your home or doctor's office, depending on who administers your medicine. Some deliveries require a signature. If you're not home to receive the delivery, it may be left at your front door or a different address, such as a neighbor. A PCC will ask you this when we set up your first delivery.

Call OptumRx Specialty Pharmacy if your shipment does not arrive by the scheduled date.

It is your responsibility to open the package as soon as it arrives to check the contents. If any part of your shipment is missing, lost, stolen or damaged, you must call OptumRx within one business day of receiving the delivery.

Travel Arrangements

With early notice, we can arrange to ship your medicine to you if you are traveling in the United States.

What You Need to Do

Storing Medicine at Home

If you receive your medication and supplies at home, it's best to choose a special place to store them. The area should have a constant room temperature. That's because many specialty drugs and supplies must be protected from too much heat, cold, light, humidity and dampness. Make sure children and pets cannot reach your medicine. Your storage place should be away from other household items and easy to keep clean.

Follow all storage instructions for medications and supplies. The instructions tell you if it should be stored at room temperature, in the refrigerator or kept frozen. Storing specialty medications the right way helps them work best.

As each shipment arrives, place the newest supply behind your current supply. This way you use the "oldest" first. Never use expired or outdated products. Instead, set them aside and call a PCC to learn how to dispose of or return these items.

Check your Supply

Your delivery schedule depends on how long you'll take the specialty medication, the supplies you need and how much storage space you have. OptumRx will call you about a week before each scheduled delivery to go over the medication and supplies you have on hand. We can change the order to meet your needs.

Be sure to check your medication and supplies between deliveries and PCC calls. If you think you're going to run out, call a PCC. Rush deliveries can be arranged.

If you receive a courtesy refill message, please call us back quickly. It will help us meet your needs and deliver your medicine on time.

Review Every Delivery

When your shipment arrives, open it and check what is in the package. Make sure you have the right medicine, the right amount and the right dosage. If anything is different than what you discussed with your doctor, contact your doctor or an OptumRx pharmacist right away.

Each package includes a sheet listing what is in the package and some or all of these items:

- Medication(s)
- Supplies that help you take your medication
- Sharps container (if you need it)
- Styrofoam box and gel ice (for refrigerated medications only)

Check the package for signs of damage, such as holes, dents, watermarks, rips, etc. Remember, it is your responsibility to call OptumRx within one business day of delivery if any part of your shipment is missing, lost, stolen or damaged.

Safety Always Comes First

Take as Directed

Following all medicine instructions is how you can make sure your treatment is safe and works best. Learn about any foods, drinks or other medications to stay away from while taking your specialty medication. Let your doctor or pharmacist know if you have any side effects or new symptoms.

If your treatment plan is hard to follow, call an OptumRx PCC. We'll find a way to help you follow your plan. Using a daily log to track what medicines to take, when to take them and how much to take will help you use them properly.

Disposal of Sharps and Medical Supplies

The government tells us how to dispose of used medical supplies. This includes "sharp" things like needles, syringes, broken glass (from a medicine bottle) and other items that can cut or poke skin. If you use sharps when you take your medicine, we will send you a holder to use when you are ready to throw away sharps. Never put any sharps into household trash. And never recycle medical supplies. Contact your doctor or local waste management company to learn how to safely throw away your sharps container.

When your sharps container is three-fourths full, call a PCC. We will send you a fresh one with your next delivery.

If you use other care items like dressings, sanitary or incontinence pads, diapers, paper towels to clean up body liquids or gloves used for patient care, you must be careful how you throw these items away too. Put them in a plastic bag and close tightly. Then place it in a larger plastic garbage bag for disposal.

General Hygiene

When being treated for a disease or illness, your body's immune system is weakened. This makes it easier to get infections. Please be careful and stay away from germs. Try to:

- Wash your hands often — use lots of warm, running water and liquid soap.
- Do laundry often — change dirty sheets, linens and bedding right away. Wash them separately in hot water with laundry soap and bleach.
- Clean your cleaning supplies — brushes, mops, sponges and other cleaning items can be full of germs. Soak them in bleach and water for five minutes after each use.
- Use gloves — wear rubber gloves for housekeeping. If you are a caregiver, wear latex gloves whenever touching your patient.

In an Emergency

If you have a life-threatening emergency, call your local Emergency Medical Services (EMS). The phone number is 911 in most areas. If your EMS number is different, add it to speed dial on your telephone. Or make sure the number is always next to your phone.

If you run out of supplies, call an OptumRx Specialty Pharmacy PCC right away.

If you have a reaction to your medicine, call your doctor right away and describe your symptoms. Then tell your OptumRx pharmacist what happened so we can follow your doctor's new treatment plan.

We're Here to Help

If you have questions or need help following your treatment plan, call us. We can help with things like:

- Benefits questions — from helping you understand your coverage to helping with paperwork
- Payment — including what your costs are, and coordinating coverage and payment with your payer
- Problems — with service or with supplies and deliveries
- Changes — in delivery instructions or changes your doctor makes to your treatment plan

We also need to hear from you when:

- Your medication usage changes or stops
- You are in the hospital or going into the hospital
- Your address or phone number changes
- Your delivery instructions change, even for a short time
- Your health insurance is changing
- Your sharps container is three-fourths full (so we send a fresh one in your next shipment)
- You have a reaction to your medicine (call us after you talk with your doctor)

A Message to Caregivers

While this booklet is for members who are independent and able to take their own specialty medications, we know many members rely on caregivers to do this — and much more.

If you are a caregiver, please review this information. You are vital to the patient's quality of care and quality of life. We know that your role can be demanding and full of challenges, especially if you are caring for a loved one.

You and OptumRx Specialty Pharmacy are part of the patient's treatment team. And we share the same goal: to achieve the best possible treatment outcomes. Together, with patience, understanding and planning, we move closer to reaching that goal every day.

You can call the Specialty Pharmacy Team at **1-866-218-5445**. We're available from 5 a.m.–7 p.m., PT, Monday–Friday and 5 a.m.–5 p.m. PT, Saturday–Sunday.

You can also talk with OptumRx pharmacists 24 hours a day, 7 days a week.





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The information in this educational tool does not substitute for the medical advice, diagnosis or treatment of your physician. Always seek the help of your physician or qualified health provider for any questions you may have regarding your medical condition.

OptumRx specializes in the delivery, clinical management and affordability of prescription medications and consumer health products. We are an Optum™ company — a leading provider of integrated health services. Learn more at **www.optum.com**.

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