

# Welcome

## to the UnitedHealthcare Specialty Pharmacy Program

Appropriate use of specialty medications can be important to maintaining or improving your health – and your quality of life. Our Specialty Pharmacy Program provides the resources and personalized, condition-specific support you need to help you better manage your condition.

### What is a specialty medication?

We define a specialty medication as an injectable, an oral or an inhaled medication if it:

- May require on-going clinical oversight and additional education for best management
- Has unique storage or shipping requirements
- May not be available at retail pharmacies

### OptumRx™ Specialty Pharmacy: A pharmacy to meet your needs

OptumRx, our primary specialty pharmacy, offers support to help you manage your condition. Take advantage of personalized patient support at no charge to you from knowledgeable pharmacists and nurses who specialize in your condition. In addition, you'll receive:

- Access to your medications at the lowest cost
- Pharmacists available 24/7
- Support through clinical and adherence programs
- Any medication-related supplies at no additional cost
- Proactive refill reminders
- Timely delivery and shipping in confidential, temperature-sensitive packaging



## Specialty Medication Resources



### 1. Customer Service.

Call the toll-free member phone number on the back of your health plan ID card.

### 2. Online at [uhcspecialtyrx.com](https://uhcspecialtyrx.com).

Look up information specific to your medication or condition and find additional resources.

### 3. Watch our video.

Use your mobile phone to scan this code and learn more about the Specialty Pharmacy Program.



Scan to watch video

View the backside of this letter to learn more. ►

# RxGuide for Specialty Medications



## Guiding Your Health Journey under the Pharmacy Benefit

We understand the challenge of living with and managing a complex health condition. That's where our Specialty Pharmacy Program comes in, to assist you every step of the way.



## Getting Started: Transferring Your Prescription

### ENROLL IN THE SPECIALTY PHARMACY PROGRAM.

If you haven't done so yet, call us at **1-888-739-5820** to get started.

### ACCESS TO A PHARMACIST 24/7.

Our specialty pharmacists are available 24/7 and will take care of everything for you, including:

- Transferring your prescription to a specialty pharmacy
- Helping you find affordable access to your medication and manage any side effects
- Explaining how the Specialty Pharmacy Program works

### PERSONALIZED SUPPORT.

Once you enroll, experience personalized, one-on-one support from pharmacists and nurses specially trained in your disease condition as part of the Clinical Management Programs for certain specialty conditions. They will track your progress, help you maintain your therapy and answer your questions.



## Working with Your Pharmacist or Nurse

### CONTINUED CONVERSATIONS.

Tell your pharmacist or nurse about any changes or complications in your therapy, such as:

- Any side effects
- Trouble remembering to take your medication

### MONITOR YOUR HEALTH.

If you need help with anything else from weight loss to back pain and even smoking cessation, your specialty pharmacist or nurse can help you locate wellness coaching and disease management programs to help you stay on track with your health.

### FOLLOW YOUR CARE PLAN.

If you're part of a Clinical Management Program, be sure to follow your care plan and tell your pharmacist or nurse about any new medications you're taking.



## Staying on Track with Your Treatment

### QUICK AND EASY REFILLS.

We make it easy for you to remember to take your medication with a reminder phone call a few days prior the time when you need to refill your prescription. You can even sign up for text message reminders online or over the phone.

### OVERNIGHT DELIVERY.

With your specialty pharmacy, shipping your medication is quick, easy and safe. Refrigerated medications will be delivered overnight directly to your home or office, in a temperature-controlled package. Others will be shipped within 1-3 days. Supplies will also be provided at no extra cost.

### SAVE MORE TIME AND MONEY.

If you're looking to save money on your medications, finding lower cost alternatives and transferring your non-specialty prescriptions through the mail can help.