

**RxBenefits** is your Pharmacy Benefit Optimizer (PBO).

- We partner with the country's largest Pharmacy Benefit Managers (PBMs) to bring greater discounts, enhanced access, and improved Member Services to our clients and their employees.
- ***Your pharmacy benefits coverage will be with OptumRx.***

## **What's New?**

You have access to our **Member Services Team**, available Monday through Friday, 7:00 a.m. – 8:00 p.m. Central. Our knowledgeable representatives can assist you with questions such as:



**NOTE:** Your benefits are still being provided by OptumRx, but now **RxBenefits** administers the services for a more personal and manageable approach. You should contact **RxBenefits at 800.334.8134** with any pharmacy-related questions.

- Effective **January 1, 2021**, your pharmacy coverage with OptumRx will be administered by **RxBenefits**
- As part of your new pharmacy benefits plan, you will receive:
  - *New pharmacy ID card*
  - *Prescription Drug Coverage Statement*
  - *High-touch service*
  - *Access to **OptumRx.com** to review medication tiers, drug pricing, local pharmacies, plan details and ways to maximize benefits. New members will need to create an account.*

There are more than 67,000 pharmacies in the OptumRx network, including most national chains and many independent stores



*For questions or concerns,  
members can contact  
**RxBenefits Member Services***

**800.334.8134**

*Monday through Friday  
7:00 a.m. – 8:00 p.m. Central*

***RxHelp@RxBenefits.com***



- Specialty medications are covered when purchased through OptumRx's Specialty Pharmacy, known as BriovaRx
- Members currently using specialty medications should expect to have their information transfer, requiring no action on their part to have these filled by BriovaRx beginning on January 1, 2021



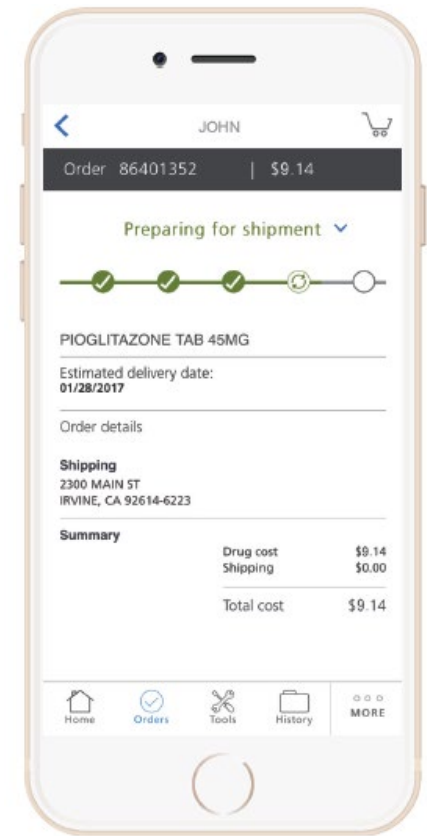
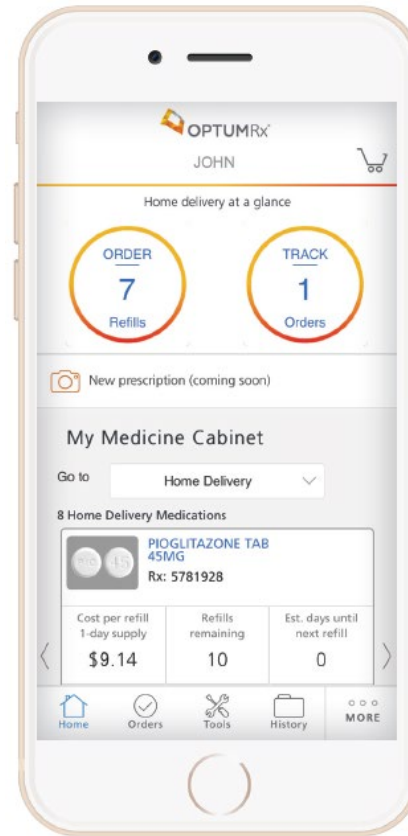
*BriovaRx can be contacted at 855.427.4682*

*Members can contact BriovaRx for assistance on or after the effective date.*

## For Members-on-the-Go

The OptumRx App makes the online pharmacy experience as simple as possible. You can easily:

- Refill or renew a home delivery prescription
- Transfer a retail prescription to home delivery
- Find drug prices and lower-cost options
- View your claim history or order status
- Locate pharmacies
- Access your ID card
- Set up refill reminders
- Track your orders



*Simple. Current. Personalized.  
Save time and money.*



Download the OptumRx App now  
from the Apple® App Store or Google Play™.



**Q: Are my drugs covered?**

**A:** Your medications may not be in the same tier level under OptumRx as they were under your prior plan, so please review the preferred drug list since it may provide lower cost alternatives for your medications. Also, discussing generics with your physician could save you money. For questions contact RxBenefits Member Services.

**Q: Can I still use my same ID card?!**

**A:** No. Please use your new pharmacy ID when you fill your prescriptions on or after January 1, 2021.

**Q: If my coverage is with OptumRx, why do I need to call RxBenefits?**

**A:** Your benefits are being provided by OptumRx, but RxBenefits administers the services for a more personal, manageable approach. You should contact RxBenefits for any pharmacy-related questions.

**Q: What happens if my questions require contact with OptumRx?**

**A:** RxBenefits Member Services reps have access to the OptumRx systems. If RxBenefits needs to contact OptumRx to resolve an issue, they will stay on the line, explain the issue, and continue to monitor your problem until it is resolved.



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