

## GCHP Pharmacy Benefits Manager (PBM) Change to OptumRx Frequently Asked Questions (FAQs)

**Q: What is a Pharmacy Benefits Manager (PBM)?**

A: A Pharmacy Benefits Manager or PBM is a company that contracts with health plans, like Gold Coast Health Plan (GCHP), and with pharmacies to provide prescriptions for the health plan's members.

**Q: What is the different between the pharmacy and the PBM?**

A: The PBM handles the billing between the pharmacy and the health plan. For GCHP, the PBM will also review any medication authorizations. The pharmacy provides the medication to you.

**Q: Why is GCHP changing PBMs?**

A: As a public entity, GCHP regularly reviews all of its contracts with providers to make sure that we are contracting with the best business partners for GCHP and our members. The change is being made as a part of this review.

**Q: Who is the new PBM?**

A: OptumRx, Inc. will be the new PBM. OptumRx will replace the current PBM, Script Care, LTD.

**Q: When will this take place?**

A: The switch to OptumRx from Script Care will take place on June 1, 2017. We will send you more information before the change takes place.

**Q: Why are you telling me this?**

A: There will be some changes that you need to know about. You will be getting mail from us regarding this change. It is important that you know about this change to prevent confusion.

**Q: Will I get a new ID card from GCHP?**

A: Yes. All GCHP members will receive a new identification card from GCHP. On the back of the card will be the OptumRx phone number in case you need to call them.

**Q: Will I have to change pharmacies to get my prescriptions?**

A: No. The local pharmacies that are contracted will stay the same.

**Q: Will the Specialty pharmacy change? (see definitions below)**

A: Yes, the Specialty Pharmacy will change. The Specialty Pharmacy will be BriovaRx. You will receive more information about this change in the mail.

**Q: What does this mean to me?**

- Our members will continue to get their prescriptions filled as they have in the past.
- Pharmacy benefits will not change during the transition.
- GCHP makes all decisions about what medications are covered. There are no changes being made to the covered medications.



**Q: When and why would the covered medications change?**

A: GCHP has a committee of doctors and pharmacists who review the list of covered medications every three months. Also, GCHP reviews any new drugs approved by the Food and Drug Administration (FDA). Medications may be added or removed for many reasons. These reasons include safety, effectiveness or cost.

**Q: Who do I call if I have questions about getting my prescriptions after the change is made?**

A: You will call OptumRx at 1-855-297-2870; TTY 711.

**Q: Do I need to submit new prescriptions for my current medications at my retail pharmacy? Will they transfer over from Script Care? Does my doctor need to refill my medication?**

A: No. The prescription is with your pharmacy. The pharmacy does not need a new prescription.

**Q: Do I need to submit new prescription for my current medication at the Specialty Pharmacy? (See definitions below)**

A: No. The prescription will be transferred from Script Care to BriovaRx.

**Q: Will I be able to have my medications mailed to me?**

A: Some GCHP members are able to use the mail order. Please call OptumRx at 1855-297-2870 TTY 711 to see if you are able to do so. However, all prescriptions, even mail order, are generally limited to a 30-day supply with a couple of exceptions (90-day supply medications and members with other coverage that mandate mail order).

**Q: Will injectables still be covered by GCHP?**

A: Yes. The pharmacy benefit will not change during the transition.

**Q: Will OptumRx only cover oral medications?**

A: No. The pharmacy benefit will not change during the transition.

**Q: Will the coverage be the same or will benefits change?**

A: Yes, the coverage will be the same during the transition. The pharmacy benefit will not change during the transition.

**Q: If the new PBM/pharmacy says I am not eligible with GCHP, who do I call?**

A: Please call OptumRx at 1-855-297-2870; TTY 711. OptumRx will contact GCHP with any issues.

**DEFINITIONS:**

**Specialty Pharmacy:** A pharmacy that dispenses specialty medications to members via mail delivery. Medications are often refrigerated, have special handling requirements and are typically very expensive. The Specialty pharmacy calls members before a refill to coordinate the delivery.