

Health Plan Logo

Date

</First Name> <Last Name>

<Address>

<Address>

Dear <First Name>:

Subject: Mail order prescription vendor changes from Walgreens to OptumRx on April 1, 2016

We are writing today to let you know that on April 1, 2016, our new preferred mail order prescription pharmacy vendor will change from Walgreens Mail Service Pharmacy to OptumRx Home Delivery. We want you to know that [health plan], Walgreens and OptumRx are working closely to make this an easy change for you.

What you need to know:

- On April 1, 2016, any active prescription with Walgreens Mail Service Pharmacy that has one or more refills remaining will automatically transfer to OptumRx Home Delivery.
- Controlled substances (such as Valium, Vicodin, Ritalin and others) cannot be transferred, by law.
- Expired prescriptions cannot be transferred, as a current prescription is needed for refills.
- Compound medications cannot be transferred due to the nature of the medication.

What you need to do:

- 1. Be prepared so you do not miss a dose during the transfer:** Make sure you have at least a three-week supply of your current medications on hand as of April 1. Use Walgreens Mail Service Pharmacy or another retail pharmacy if you need to fill a prescription before April 1. On or after April 1, contact OptumRx Home Delivery to refill your medications.
- 2. Register with OptumRx on or after April 1** with your preferred shipping address and mailing information. You can register in one of the following ways:
 - a. Log in to your [health plan] member website and select My Rx to register. **You may register on or after April 1.**
 - b. By mail, using the enclosed Home Delivery New Prescription Mail Order form.
 - c. By phone **after April 1** by calling Member Services at the number listed on your member ID card.
- 3. If you are taking a controlled substance, get a new prescription.** You will need a new prescription from your doctor to send to OptumRx Home Delivery using the enclosed New Prescription Mail Order form.

4. **Check your prescription expiration date.** Prescriptions must show one or more refills to transfer. If they do not, call your doctor to get a new prescription. OptumRx can help with that process.
5. **If you are using a compound medication, you may need to find a new pharmacy.** OptumRx cannot fill compound medications. Walgreens continues to be an in-network provider for **[health plan]**. You can also fill your compound medication at other retail compound pharmacies.

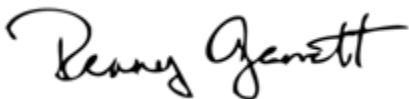
OptumRx offers the following to help you stay on track with your medications:

- Telephone support 24/7.
- A personalized member website where you can manage your prescriptions, check your benefits and look up medication prices.
- Apps for iPhone and Android that help you can track your orders, renewal requests and more.
- “Hassle-Free Fill,” which allows you to receive automatic refills of maintenance medications.
- “My Medication Reminders” – available through email or phone – to help you stay on track with your medications.
- Education materials to help you learn about your medications or health conditions.

Please allow at least 14 days from the time we receive your prescription(s) for your order to arrive.

If you have questions about current prescriptions, contact Walgreens Mail Service Pharmacy at (888) 832-5462. For questions about mail order services **on or after April 1**, or for questions about your health plan benefits, call Member Services at the number listed on your member ID card. We're here to help.

Sincerely,



Penny Garrett
Director, Member Services