

OptumRx Communication

COVID-19 Policy Update

As we continue to monitor the impact across the country from the COVID-19 situation, OptumRx is taking action to ensure our members have continued access to their medications. As new and rapidly evolving information is known, OptumRx is assessing our policy to ensure we continue to meet the clinical needs of our members and comply with applicable CDC guidance, as well as Federal, State and Local government requirements.

OptumRx is implementing a new component to our COVID-19 Response Policy to support members in accessing their medications during this time. This policy is effective immediately.

Policy Details:

- **OptumRx will provide a one-time network pharmacy override (prevent out of network rejection messaging) to access an out-of-network pharmacy upon pharmacy request when:**
 - an out-of-network pharmacy has stock of a covered prescription medication that is in short supply at a network pharmacy,
 - an out-of-network pharmacy is in closer proximity than a network pharmacy to a member's residence, as reported by the member, or
 - an out-of-network pharmacy has capability to mail/deliver to the member's home that is not provided by a network pharmacy.
- The ability to offer out-of-network pharmacy network overrides will remain in effect for 90 days from date of implementation and re-evaluated for extension thereafter.
- Specialty networks are not in scope for this policy.

The Refill Too Soon (RTS) Edit lift restriction enhancements implemented late last week (the week of 4/6).

OptumRx is enhancing Refill Too Soon (RTS) policy. The enhancement will limit the early refill to a **one-time fill only**. The system logic will retrospectively review claim history to determine if an early refill has already been lifted and processed and if so, will not allow another early refill. Should special circumstances dictate a need for a second early refill, the OptumRx Pharmacy Help Desk can support that process.