

# Introducing your specialty pharmacy

Optum<sup>®</sup> Specialty Pharmacy does more than fill your specialty medications. They provide valuable resources and personalized support to help you with your condition.

## What is a specialty medication?

A specialty medication may be injected, infused, taken by mouth or inhaled. It's different from other medication because it:

- May need ongoing clinical oversight and extra education
- May have unique storage or shipping needs
- May not be available at retail pharmacies
- May need infusion or home nursing

## What to expect from your exclusive specialty pharmacy

You'll get access to these helpful resources from Optum Specialty Pharmacy.

### Easy prescriptions

- Get medications delivered on time, accurately, and affordably
- Order refills by phone or online\*
- Receive support through virtual visits, calls, live chat, or text

### Expert guidance

- Connect with a clinician to help manage your medications
- Find out about financial help for your medication
- Learn more about your condition and treatment through videos

**Optum Specialty Pharmacy is here for you 24/7**

**1-855-427-4682 TTY 711  
specialty.optumrx.com**

**Sign in or register today**



\*Some medications for more complex conditions do not qualify for online ordering. Call 1-855-427-4682 and speak with a patient care coordinator to order those refills.

# Guiding your health journey

Managing and living with a complex health condition is challenging. Optum Specialty Pharmacy is here for you.



## Getting started

Your plan offers access to the Optum Specialty Pharmacy patient care team and pharmacists ready to help 24/7. They'll explain how to use the pharmacy, answer questions and can even transfer your prescription. So when you're ready to start, just call **1-855-427-4682**. Or choose to learn more about your options at [specialty.optumrx.com](https://specialty.optumrx.com).



## Tips for working with a specialty pharmacy

- Tell them how therapy is going. Talk about side effects, keeping up with medication, tips to stay on track and more.
- If your plan offers a clinical management program, follow the care plan and let the pharmacy know about any new medication you take.
- Ask about other wellness or cost-saving programs that may be a good fit.



## Personalized support

Optum Specialty Pharmacy is always available by phone to answer questions about your medication, side effects and more. You can also use the tools below:

**Virtual visits** – Set up a video chat with an expert in your condition. Ask questions from the privacy of your home.

**Video series** – Watch videos from other patients with specialty conditions. Hear about their treatment and how they are doing.



## Staying on track

A few days before your next fill, you'll get a refill reminder by email, phone or text. Call to sign up for text messages.

Optum Specialty Pharmacy can only fill specialty medications. Use your home delivery or retail pharmacy for your non-specialty prescriptions.

To find a retail pharmacy in your network please visit [optumrx.com](https://optumrx.com), use the Pharmacy locator found under the Member tools tab. Or download the **Optum Rx app** and go to More > Pharmacy search.



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