

# Optum Pharmacy Transition Member FAQ



[When is my benefit transitioning to Optum as the preferred provider for home delivery and specialty pharmacy fulfillment?](#)

**Answer:** Your pharmacy benefit plan is transitioning to Optum Home Delivery and Optum Specialty Pharmacy on January 1, 2024.

[When will I receive information about this transition?](#)

**Answer:** Capital Rx has prepared a communication plan to keep you informed of transition changes.

- 45 Days Prior to Transition: Those who are currently filling medications with Walmart Mail Order and/or Specialty Pharmacy will be sent a notice of change letter in the mail. This will detail the change taking place and outline any next steps.
- 30 Days Prior to Transition: All cardholders will be sent an informative postcard in the mail regarding the transition to Optum.
- 21 Days Prior to Transition: Those who are currently filling medications with Walmart Mail Order and/or Specialty Pharmacy will receive a call to remind them of the transition to Optum.
- 14 Days Prior to Transition: Those who are currently filling medications with Walmart Mail Order and/or Specialty Pharmacy will receive a call from Optum to offer support with registration or with requesting a new prescription from your prescriber.

[What if I have an open prescription with Walmart Mail Order or Specialty Pharmacy?](#)

**Answer:** Capital Rx is working closely with Walmart Mail Order and Specialty Pharmacies to transfer eligible prescriptions to Optum Home Delivery or Specialty Pharmacy. Prescriptions that are expired, controlled substances, or prescriptions that do not have any remaining refills cannot be transferred. If you need support with requesting a new prescription from your prescriber, please contact Capital Rx by dialing the number listed on your ID card and follow the prompts for either *medications delivered to your home* or *specialty pharmacy*.

[Will I need a new prior authorization given this change in pharmacy?](#)

**Answer:** No. Your prior authorization status is maintained by Capital Rx and will not change from what was originally approved.

[Will I need a new ID card?](#)

**Answer:** No. The information listed on your ID card for your pharmacy benefit will remain the same.

## What digital capabilities do Optum Pharmacies offer in comparison to Walmart Pharmacies?

**Answer:** You will still have access to the digital experience features available today with the Capital Rx member portal.

- Find a pharmacy
- View claims history
- Digital pharmacy ID card
- View covered drugs specific to plan
- Track out of pocket spend amounts
- Search for lowest cost drug
- View & download member documents

With the transition to Optum Pharmacies, you will be able to manage your mail and specialty medications in the Capital Rx member portal.

- Request refill(s)
- Track order status and shipment
- View account balance and make payments
- And more...

## How do I register with Optum Pharmacies?

**Answer:** Getting started is easy! Review the following information for each pharmacy.

### For Optum Home Delivery

First reach out to your prescriber and update your mail order pharmacy provider to Optum Home Delivery.

- **Online:** Go to the Capital Rx Member Portal at <https://app.cap-rx.com/login> to register or log in. Select Home Delivery to confirm your profile settings.
- **Phone:** Call Capital Rx and follow the prompts for *medications delivered to your home* or ask your doctor to send an electronic prescription to Optum Home Delivery. A coordinator will reach out to get you set up.

### For Optum Specialty Pharmacy

For newly prescribed medications as of January 1, 2024:

- **Online:** Go to the Capital Rx Member Portal at <https://app.cap-rx.com/login> to register or log in. Select *Specialty Pharmacy*. Fill out the New Patient Form, and we will take it from there.
- **Phone:** Call Capital Rx and follow the prompts for *specialty pharmacy* or ask your doctor to send an electronic prescription to Optum Specialty Pharmacy.

A patient care coordinator may reach out for more information to finalize your account or set up your first order. We will also contact your provider for an up-to-date prescription, if needed.

If your prescription needs prior authorization, your prescriber may need to take extra steps to submit your prescription. To read more about prior authorizations, visit <https://cap-rx.com/members/> or call Capital Rx Customer Care.

## Who can I contact if I have questions?

**Answer:** If you have questions about your pharmacy benefit or have concerns regarding these changes, please contact Capital Rx by dialing the number listed on your ID card. We are available 24 hours a day, 7 days a week.