

## Self-Funded (ASO) Specialty Designated Pharmacy Program Member Engagement

### Transition to Specialty Designated Pharmacy Program

#### Diagnosis and Prescription

Member is prescribed a specialty medication.



#### Retail Fills

Members may be allowed up to two fills at a retail pharmacy depending on their benefit plan.\* When attempting to fill at retail, the pharmacist will receive a point-of-sale message and will guide the member to call OptumRx® Specialty Pharmacy customer service or the number on the back of their health plan ID card for assistance.



#### Introduction to Specialty Designated Pharmacy Program

Members are mailed a Specialty Pharmacy introductory letter and brochure 3 to 4 weeks after their first specialty prescription fill.



Seven to 10 days after the introductory letter and brochure is sent, members will receive an automated phone call introducing them to the Specialty Designated Pharmacy Program.



#### Transfer

Members call to transfer prescription(s) to a designated specialty pharmacy.



#### Welcome

After prescriptions have been received by a designated specialty pharmacy, educational materials and information on adherence, lower-cost alternatives and condition-specific programs may be provided.



### Ongoing Member Support and Engagement

#### Medication Delivery

The designated specialty pharmacy will ship medication(s) with the accompanying materials below within 1-3 business days. Refrigerated medications will be shipped via overnight delivery.



- Welcome letter
- Program brochure
- Condition-specific information
- Free medical supplies for medication administration, if needed

#### Refill Reminders

Member receives automated calls 5 to 7 days before each refill to set up delivery of their medication, and can also sign up for text reminders.



#### Ongoing Support

Condition-specific therapy support services are offered to all members through the Clinical Management Program. Pharmacists and nurses provide one-on-one support to help members better manage their conditions.



\*Self-funded clients may choose zero, one or two fills at retail before the prescription must transfer to a designated specialty pharmacy. Zero fills at retail is standard for the infertility drug class. The processes outlined in this document are specific to OptumRx. Processes may vary, depending on specialty pharmacy.

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## Clinical Management Programs:

- Ankylosing Spondylitis
  - Bleeding Disorders/Hemophilia
  - Crohn's Disease
  - Hepatitis C
  - HIV/AIDS
  - Juvenile Rheumatoid Arthritis
  - Multiple Sclerosis
  - Oral Oncology
  - Post Organ Transplant
  - Psoriasis
  - Psoriatic Arthritis
  - Pulmonary Arterial Hypertension
  - Rheumatoid Arthritis
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