



December 7, 2023

# BENEFITS SUBCOMMITTEE OPEN FORUM

## **Benefits Subcommittee Members:**

Liz Freas – Trustee, NY44

Debbie Piatek – Trustee, NY44

Alicia Savino, At-Large Trustee, NY44

Michelle Struzik, At-Large Trustee, NY44

Stacey Porter - Benefits Specialist, NY44

Darcie Falsioni, Trustee, Chief Legal Counsel, NY44

Steven Baltas, Oswald Companies

## **Communication Subcommittee Members:**

John Kertis, Oswald Companies

## **Guest Speaker:**

Anthony Cairo, Capital Rx

**PLEASE NOTE: All lines for attendees are muted.**

**As we move through the presentation, we will address questions.**

**Please ask your question using the Q&A feature of Zoom.**





# NY44 Health Benefits Plan Trust | Capital Rx

Upcoming 1/1/2024 Changes



Proprietary & Confidential



# Agenda

1. Optum Home Delivery & Specialty

2. Member Tools & Resources

3. Questions





## Welcome to Optum Home Delivery & Optum Specialty Pharmacy

**YOUR PREFERRED MAIL ORDER AND SPECIALTY PHARMACY IS CHANGING ON JANUARY 1, 2024**

**YOU WILL STILL BE ABLE TO FILL 90-DAY SUPPLY AT WEGAMNS AND STONY POINT PHARMACY RETAIL LOCATIONS IF YOU ARE CURRENTLY FILLING THERE.**

**Support is available 24 hours a day, 7 days a week at 1-833-772-2779**

**If you currently fill at a Mail Order or Specialty Pharmacy:** All eligible prescriptions will be automatically transferred to Optum Home Delivery and/or Specialty Pharmacy on January 1<sup>st</sup>.

**To make sure new prescriptions are sent to the appropriate pharmacy:** Please reach out to your prescriber and update your mail-order and specialty pharmacy to Optum Home Delivery.

**Set up an online account to manage your prescriptions digitally:** You can submit refill requests, track orders, make payments, and update profile settings.

**Your processing information and coverage is not changing:** You will not need a new ID card or new prior authorization. These are maintained by Capital Rx and will not change.


# NY44 Communications Plan

## Capital Rx Change from Walmart to Optum for Home Delivery and Specialty Medications

September 21, 2023	NY44 Communications Open Forum ( <a href="#">Slides</a> 3-6, <a href="#">Video</a> 2:07 to 9:20 - Click to view)
October 10, 2023	NY44 sends flyer announcing change to BAs for distribution to Members
October 12, 2023	NY44 Fall Newsletter Mails (Article on Page 2 announces change)
November 1, 2023	<b>Capital Rx</b> mails Members using Walmart Mail Order and/or Specialty Pharmacy a change letter
November 15, 2023	NY44 mails postcard (Be on lookout for Capital Rx communications)
December 1, 2023	<b>Capital Rx</b> mails all Members a postcard describing change
December 7, 2023	NY44 Benefits Subcommittee Open Forum
December 8, 2023	NY44 Email with Video to BAs for distribution to Members
December 15, 2023	NY44 Year-end newsletter mails (Includes reminder of change)
December 11, 2023	<b>Capital Rx</b> calls all Members using Walmart Mail Order and/or Specialty Pharmacy
December 18, 2023	<b>Optum</b> calls all Members using Walmart Mail Order and/or Specialty Pharmacy to offer support
<b>January 1, 2024</b>	<b>Optum Change Effective</b>

# Capital Rx Sample Communications

## Postcard Notification



REMINDER:  
 YOUR PREFERRED MAIL ORDER  
 AND SPECIALTY PHARMACY IS  
 CHANGING ON  
 JANUARY 1, 2024.

**Welcome to Optum Home Delivery & Optum Specialty Pharmacy!**


**HOW DO I GET STARTED WITH HOME DELIVERY OR SPECIALTY SERVICES?**

**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 a 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.

**When Can I Create My Account with Optum Home Delivery or Optum Specialty Pharmacy?**  
 You can set up your account as early as one week before January 1, 2024.

**Who Can I Contact If I Have Questions?**  
 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, and are here to help!




**THE CAPITAL RX MEMBER PORTAL HAS ALL OF THE INFORMATION YOU WOULD EXPECT WITH ADDED FEATURES!**

Our suite of digital tools are integrated with Optum Home Delivery and Specialty Pharmacy. There is no need to create two accounts – you can manage your medications through the Capital Rx Member Portal.


- Find Low-Cost Medications at a Pharmacy Near You
- View Claims History
- Track How Much Money You Have Paid Towards Your Out-Of-Pocket Obligations
- Find an In-Network Pharmacy
- View Which Medications Are Covered Under Your Plan

**NEW Starting January 1, 2024!**  
 Access and Manage Your Home Delivery or Specialty Pharmacy Profile

Order Home Delivery or Specialty Pharmacy Refills and Check Status of Prescription Orders



## Home Delivery Change Letter



REMINDER:  
 YOUR PREFERRED MAIL ORDER  
 AND SPECIALTY PHARMACY IS  
 CHANGING ON  
 JANUARY 1, 2024.


**THE CAPITAL RX MEMBER PORTAL HAS ALL OF THE INFORMATION YOU WOULD EXPECT WITH ADDED FEATURES!**

Our suite of digital tools are integrated with Optum Home Delivery and Specialty Pharmacy. There is no need to create two accounts – you can manage your medications through the Capital Rx Member Portal.


- Find Low-Cost Medications at a Pharmacy Near You
- View Claims History
- Track How Much Money You Have Paid Towards Your Out-Of-Pocket Obligations
- Find an In-Network Pharmacy
- View Which Medications Are Covered Under Your Plan

**NEW Starting January 1, 2024!**  
 Access and Manage Your Home Delivery or Specialty Pharmacy Profile

Order Home Delivery or Specialty Pharmacy Refills and Check Status of Prescription Orders



## Specialty Medication Change Letter



REMINDER:  
 YOUR PREFERRED MAIL ORDER  
 AND SPECIALTY PHARMACY IS  
 CHANGING ON  
 JANUARY 1, 2024.

**THE CAPITAL RX MEMBER PORTAL HAS ALL OF THE INFORMATION YOU WOULD EXPECT WITH ADDED FEATURES!**

Our suite of digital tools are integrated with Optum Home Delivery and Specialty Pharmacy. There is no need to create two accounts – you can manage your medications through the Capital Rx Member Portal.

- Find Low-Cost Medications at a Pharmacy Near You
- View Claims History
- Track How Much Money You Have Paid Towards Your Out-Of-Pocket Obligations
- Find an In-Network Pharmacy
- View Which Medications Are Covered Under Your Plan

**NEW Starting January 1, 2024!**  
 Access and Manage Your Home Delivery or Specialty Pharmacy Profile

Order Home Delivery or Specialty Pharmacy Refills and Check Status of Prescription Orders



# NY44 Communications

Benefit Administrators were asked to forward a flyer to their NY44 enrollees

Postcard mailing to all NY44 Rx Members

**IMPORTANT NEWS!**  
Prescription Home Delivery and Specialty Medications are Changing from Walmart to Optum

Capital Rx, the provider of your pharmacy coverage, has informed us that effective January 1, 2024, Walmart will be replaced as the provider for home delivery (i.e., mail order) and specialty pharmacy services.

Capital Rx decided to move to Optum Home Delivery and Optum Specialty Pharmacy for these pharmacy services after a comprehensive selection process. Here are a few of the enhancements you will receive through Optum:

- Improved call center service. Optum Pharmacies are well staffed to support current members and any future growth in membership.
- A customer care service model that will ensure Optum Pharmacy representatives are specifically trained to handle calls from NY44 Health Benefits Plan members. Additionally, Capital Rx agents to answer will have access to data within Optum's pharmacy system which will enable Capital Rx agents to answer questions specific to prescription receipt and order processing without the need to transfer your calls to a Optum Pharmacy agent.
- Optum Pharmacies will provide a more efficient and user-friendly auto-refill program. Members with eligible medications can easily enroll in the auto refill program using the Capital Rx member portal. Members will be able to choose whether they receive auto refill communication via text message or email.
- There will be enhanced mobile app and website capabilities which will support online refills, medication pricing and many other exciting features.

**Please see the next page for more details**

This is an important change which will provide you with better service. We ask that you please stay alert for these communications and understand how this change may impact your individual situation.

Be on the lookout for future communications from Capital Rx.

In addition, the NY44 Health Benefits Plan Trust will be mailing communications directly to members. Check your mailbox for newsletters and postcards.

Anytime you have questions you can call the Capital Rx Member Help Desk: 1-833-772-2779. They are open 24 hours a day, 7 days a week.

**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. 60 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: Members currently filling medications with Walmart Mail Order and/or Specialty Pharmacy will receive a call from Capital Rx to remind them of the transition to Optum. 14 Days Prior to Transition: Members 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.

**When the change to Optum is completed will I still be able to use Wegman's and Stony Point Pharmacy?**

**Answer:** Yes. Even after the January 1, 2024, change from Walmart to Optum you will still have the option to use Wegman's and Stony Point Pharmacy. The NY44 Health Benefits Plan Trust will continue to allow 90-day maintenance mail order to be filled at Wegman's retail locations. For enrollees in the Rockland County area, Stony Point Pharmacy will also continue to be an alternative.

Anytime you have questions you can call the Capital Rx Member Help Desk: 1-833-772-2779. They are open 24 hours a day, 7 days a week.

**IMPORTANT NEWS!**

You are receiving this communication because you are enrolled in the NY44 Health Benefits Plan Trust.

Capital Rx, the vendor that provides your health plan prescription drug coverage, is changing the provider of prescription home delivery and specialty medications from Walmart to Optum. This change is effective January 1, 2024.

Capital Rx decided to move to Optum Home Delivery and Optum Specialty Pharmacy for these pharmacy services after a comprehensive selection process.

Be on the lookout for communications being sent to you directly from Capital Rx.

Check the website for regular updates: [www.ny44.e1b.org](http://www.ny44.e1b.org)

Be on the lookout for future communications from Capital Rx.

**Capital Rx**

This is an important change that will provide you with better service. We ask that you please stay alert for these communications to understand how this change may impact your individual situation.

Anytime you have questions you can call the Capital Rx Member Help Desk: 1-833-772-2779. They are open 24 hours a day, 7 days a week. You can call now!

# NY44 Website Updates

- On the home page we have added a notice with a link to this page: <https://www.ny44.e1b.org/optum/>.
- On the [Enrollees](#) page there is a banner with a link to that new Optum page.
- On the Pharmacy page we added a notice with a link to this page: <https://www.ny44.e1b.org/optum/>.
- On the [Eastern Region](#) page and the [Western Region](#) page we also added a banner with a link to that new [Optum](#) page.





# NY44 Communications

Benefit Administrators were asked to forward a flyer to their NY44 enrollees

Postcard mailing to all NY44 Rx Members

**IMPORTANT NEWS!**  
**Prescription Home Delivery and Specialty Medications are Changing from Walmart to Optum**

Capital Rx, the provider of your pharmacy coverage, has informed us that effective January 1, 2024, Walmart will be replaced as the provider for home delivery (i.e., mail order) and specialty pharmacy services.

Capital Rx decided to move to Optum Home Delivery and Optum Specialty Pharmacy for these pharmacy services after a comprehensive selection process. Here are a few of the enhancements you will receive through Optum:

- Improved call center service. Optum Pharmacies are well staffed to support current members and any future growth in membership.
- A customer care service model that will ensure Optum Pharmacy representatives are specifically trained to handle calls from NY44 Health Benefits Plan members. Additionally, Capital Rx agents to answer will have access to data within Optum's pharmacy system which will enable Capital Rx agents to answer questions specific to prescription receipt and order processing without the need to transfer your calls to a Optum Pharmacy agent.
- Optum Pharmacies will provide a more efficient and user-friendly auto-refill program. Members with eligible medications can easily enroll in the auto refill program using the Capital Rx member portal. Members will be able to choose whether they receive auto refill communication via text message or email.
- There will be enhanced mobile app and website capabilities which will support online refills, medication pricing and many other exciting features.

**Please see the next page for more details**

**This is an important change which will provide you with better service. We ask that you please stay alert for these communications and understand how this change may impact your individual situation.**

Be on the lookout for future communications from Capital Rx.

In addition, the NY44 Health Benefits Plan Trust will be mailing communications directly to members. Check your mailbox for newsletters and postcards.

**Anytime you have questions you can call the Capital Rx Member Help Desk: 1-833-772-2779. They are open 24 hours a day, 7 days a week.**

**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. 60 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: Members currently filling medications with Walmart Mail Order and/or Specialty Pharmacy will receive a call from Capital Rx to remind them of the transition to Optum. 14 Days Prior to Transition: Members 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.

**When the change to Optum is completed will I still be able to use Wegman's and Stony Point Pharmacy?**  
**Answer:** Yes. Even after the January 1, 2024, change from Walmart to Optum you will still have the option to use Wegman's and Stony Point Pharmacy. The NY44 Health Benefits Plan Trust will continue to allow 90-day maintenance mail order to be filled at Wegman's retail locations. For enrollees in the Rockland County area, Stony Point Pharmacy will also continue to be an alternative.

**Anytime you have questions you can call the Capital Rx Member Help Desk: 1-833-772-2779. They are open 24 hours a day, 7 days a week.**

**IMPORTANT NEWS!**

You are receiving this communication because you are enrolled in the NY44 Health Benefits Plan Trust.

Capital Rx, the vendor that provides your health plan prescription drug coverage, is changing the provider of prescription home delivery and specialty medications from Walmart to Optum. This change is effective January 1, 2024.

Capital Rx decided to move to Optum Home Delivery and Optum Specialty Pharmacy for these pharmacy services after a comprehensive selection process.

Be on the lookout for communications being sent to you directly from Capital Rx.

**Check the website for regular updates: [www.ny44.e1b.org](http://www.ny44.e1b.org)**

**Be on the lookout for future communications from Capital Rx.**

**Capital Rx**

**This is an important change that will provide you with better service. We ask that you please stay alert for these communications to understand how this change may impact your individual situation.**

**Anytime you have questions you can call the Capital Rx Member Help Desk: 1-833-772-2779. They are open 24 hours a day, 7 days a week. You can call now!**

# NY44 Communications

## Newsletters Articles and Video

### Being emailed to BAs

**ADVANCE NOTICE:**  
**HOME DELIVERY CHANGE FROM WALMART TO OPTUM**

Capital Rx, the provider of your pharmacy coverage, has informed us that effective January 1, 2024, Walmart will be replaced as the provider for home delivery (i.e., mail order) and specialty pharmacy services.

Capital Rx decided to move to Optum Home Delivery and Optum Specialty Pharmacy for these pharmacy services after a comprehensive selection process. Here are a few of the enhancements you will receive through Optum:

- Improved call center service. Optum Pharmacies are well staffed to support current members and any future growth in membership.
- A customer care service model that will ensure Optum Pharmacy representatives are specifically trained to handle calls from NY44 Health Benefits Plan Trust members. Additionally, Capital Rx representatives will have access to data within Optum's pharmacy system which will enable Capital Rx agents to answer questions specific to prescription receipt and order processing without the need to transfer your calls to an Optum Pharmacy agent.
- Optum Pharmacies will provide a more efficient and user-friendly auto-refill program. Members with eligible medications can easily enroll in the auto-refill program using the Capital Rx member portal. Members will be able to choose whether they receive auto-refill communication via text message or email.
- There will be enhanced mobile app and website capabilities which will support online refills, medication pricing and many other exciting features.

In addition to the communications from Capital Rx, the NY44 Health Benefits Plan Trust will be sending out communications. There will be information provided directly to members as well as information provided to your benefit administrators for distribution to you and, of course, on our website.

This is an important change which will provide you with better service. We ask that you please stay alert for these communications and understand how this change may impact your individual situation.

**How and when will members be notified?**

Capital Rx has a comprehensive communication plan to ensure all members are informed of this change. Here are communications you can expect to receive prior to the January 1, 2024, effective date.

- 1<sup>st</sup> Communication:** Members 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.
- 2<sup>nd</sup> Communication:** All members will be sent an informative postcard in the mail regarding the transition to Optum Home Delivery and Optum Specialty Pharmacy.
- 3<sup>rd</sup> Communication:** Members currently filling medications with Walmart Mail Order and/or Specialty Pharmacy will receive a phone call to remind them of the transition to Optum Home Delivery and Optum Specialty Pharmacy.
- 4<sup>th</sup> Communication:** Members with Walmart Mail Order and/or Specialty Pharmacy prescriptions that have viable refills will receive a phone call from an Optum Pharmacy representative to offer support with registration or with requesting a new prescription from the prescriber.

**Anytime you have questions you can call the Capital Rx Member Help Desk: 1-833-772-2779. They are open 24 hours a day, 7 days a week.**

Newsletter | NY44 HEALTH BENEFITS PLAN TRUST

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### IMPORTANT NEWS!



As previously announced, Capital Rx, the vendor that provides your health plan prescription drug coverage, is changing the provider of Prescription Home Delivery and Specialty Medications from Walmart to Optum Home Delivery and Optum Specialty Pharmacy.

This change is effective January 1, 2024.

Capital Rx decided to move to Optum<sup>®</sup> Home Delivery and Optum<sup>®</sup> Specialty Pharmacy for these pharmacy services after a comprehensive selection process.

Capital Rx has begun to send communications out to members.

If you have recently used Prescription home delivery or specialty medications, you will get a letter from Capital Rx that explains the change and any action you may need to take.

All members will also receive a postcard from Capital Rx that explains how to get started with home delivery or specialty medication services.



We created a brief video with more details. It's worth two minutes of your time!

[Click here or the image to view it.](#)

**NY44 Health Benefits Plan Trust**  
355 Harlem Road, West Seneca, NY 14224  
Phone: 716.821.7161 | Fax: 716.821.7439 | [www.ny44.e1b.org](http://www.ny44.e1b.org)

**EFFECTIVE JANUARY 1, 2024**  
**Optum<sup>®</sup> Home Delivery and Optum<sup>®</sup> Specialty Pharmacy will provide for home delivery (i.e., mail order) and specialty pharmacy services.**

Capital Rx has moved pharmacy services to Optum Home Delivery and Optum Specialty Pharmacy. Here are a few of the enhancements you will receive through Optum:

- Improved Call Service** - Optum Pharmacies will provide improved call center service. Optum Pharmacies are well-staffed to support current members and any future membership growth.
- Better Informed Service Agents** - Optum customer care representatives are trained specifically to service Optum's pharmacy system data, enabling Capital Rx representatives will also have access to and order processing without transferring your calls to an Optum Pharmacy agent.
- Improved Auto Refill** - Optum Pharmacies will provide a more efficient and user-friendly auto-refill program. Members with eligible medications can easily enroll in the auto-refill program using the Capital Rx member portal. The portal enables Members to customize auto-refill communications via text or email.
- Enhanced Capabilities** - Optum offers enhanced mobile app and website capabilities to support online refills, medication pricing, and other exciting features.

We will continue to notify members of the upcoming change. Over the next few weeks, members filling medications with Walmart Mail Orders will receive a phone call from Capital Rx and Optum Pharmacy to aid in the transition over to Optum before the New Year.

**Scan the QR Code to watch the Optum Change video**

**IMPORTANT INFORMATION: WEGMANS AND STONY POINT PHARMACY**

Members still have the option to use the Wegman's and the Stony Point Pharmacy even after the January 1, 2024, mail order switch to Optum. The NY44 Health Benefits Plan Trust will continue to allow 90-day maintenance mail orders to be filled at Wegmans retail locations. Rockland County area enrollees can continue to use Stony Point Pharmacy as an alternative.

**Wegmans Pharmacy** **Stony Point Pharmacy**

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### Member mailing

# Welcome to Optum Home Delivery & Optum Specialty Pharmacy

## Getting Started with Optum Mail Order Pharmacy

Please reach out to your prescriber and update your mail order pharmacy provider to Optum Mail Order Pharmacy.

**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.

New prescriptions can be sent to Optum Home Delivery electronically (preferred), via fax, or by mail (Optum Home Delivery at 6800 W 115th St. Suite 600, Overland Park, KS 66211-9838.)

## Getting Started with Optum Specialty Pharmacy

Please reach out to your prescriber and update your specialty pharmacy provider to Optum Specialty Pharmacy.

**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 Customer Care 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.

**Home Delivery Support is available 24 hours a day, 7 days a week.**

**Optum Specialty Pharmacy patient care coordinators, pharmacists, and nurses are available 24 hours a day, 7 days a week.**

## Member Portal

<https://app.cap-rx.com/login>

## Mobile App

Search “Capital Rx Pharmacy Benefits” in the app store

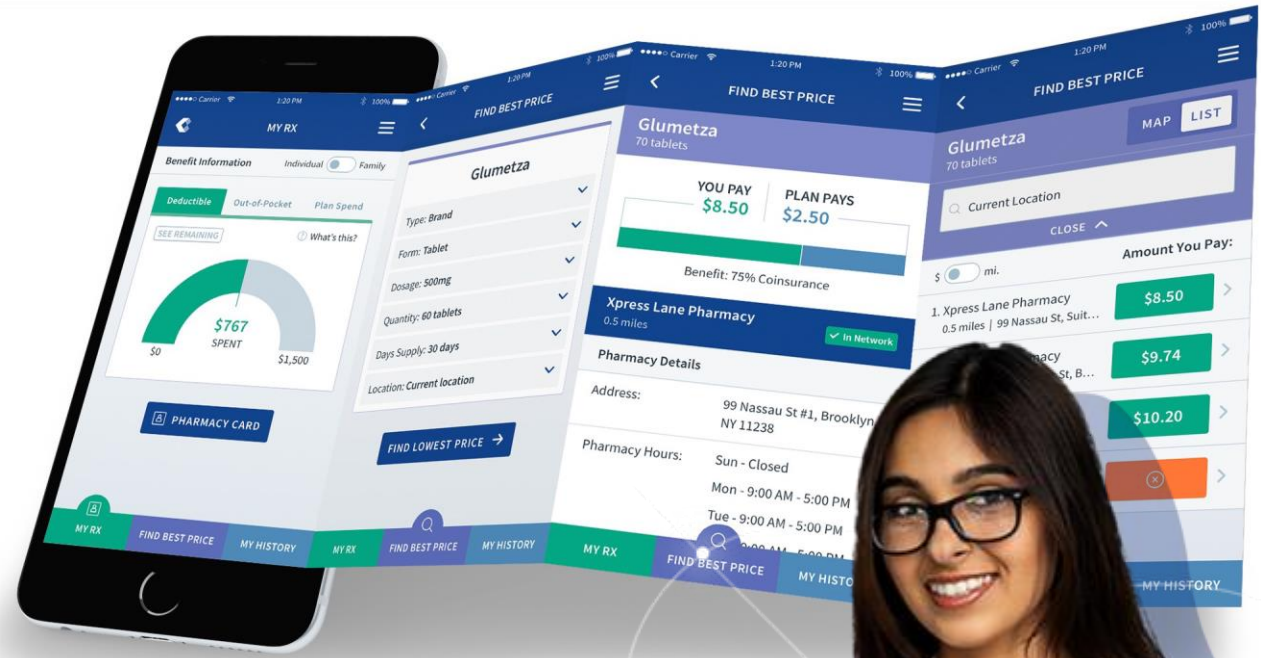
## Capital Rx Customer Care

1-833-772-2779

## Capital Rx Website

<https://www.cap-rx.com/members#member-forms>

Search for the lowest cost drug at surrounding pharmacies	Find a pharmacy	View your claims history
Download a digital pharmacy card	View which drugs are covered under your plan	Track how much money you have paid towards your out-of-pocket obligations



SEARCH “CAPITAL RX” TO DOWNLOAD ON THE APP STORE.



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# QUESTIONS



# THANK YOU

