To comply with Centers for Medicare & Medicaid Services requirements, effective immediately, OptumRx will reject four categories of prescription drugs for our Medicare Part D members enrolled in hospice care:

- Analgesics
- Anti-anxiety drugs (anxiolytics)
- Anti-nauseants (antiemetics)
- Laxatives

Claims for Medicare Part D members enrolled in hospice will reject as A3 and will be passed back with the message, Product May be Covered by Hospice – Medicare A.

A custom message will also be passed back: HOSPICE REQUEST PA FOR PART D DRUGS NOT RELATED TO TERMINAL ILLNESS 800-711-4555.

If a claim has been rejected due to the member-level hospice prior authorization requirement, the pharmacy or member can ask the hospice provider to contact the OptumRx Prior Authorization Department to provide either an oral or written statement that the drug is unrelated to the terminal illness and related conditions. The hospice provider also has the option of providing a written statement to the pharmacy or member to transmit to OptumRx.

A 180-day pharmacy processing timeframe will be in effect to assist with prescriptions that were rejected as of May 1, 2014 and do not belong to the four drug categories indicated above.

TO REDUCE PROCESSING ERRORS, PLEASE CONFIRM THE INFORMATION ON MEMBER’S ID CARD PRIOR TO SUBMITTING PRESCRIPTION CLAIMS.

Should you have any questions or require assistance, please contact the OptumRx Help Desk, 24 hours a day, 7 days a week:

OptumRx Help Desk phone numbers:

- AARP® MedicareComplete® and UnitedHealthcare® MedicareComplete Plans: 877-889-6510
- UnitedHealthcare Community Plan and UnitedHealthcare Community Plan CHIP: 877-305-8952
- Preferred Care Partners: 800-591-6144
- Medica Healthcare Plans: 866-273-9444
- All Other Plans: 800-788-7871

Thank you for your continued support. Please distribute immediately.