Effective January 1, 2015, the State of Hawaii is combining two existing Medicaid programs (QUEST and QExA) into a single program named QUEST Integration. UnitedHealthcare Community Plan will continue to provide pharmacy benefits for the QUEST Integration program and OptumRx will process pharmacy claims for these members.

- All plan members will receive a new member identification (ID) card (sample shown below).
- If the member has not received their new ID card before January 1, 2015, please call the OptumRx Pharmacy Help Desk at 877-305-8952 to verify eligibility.
- Please process prescriptions online using the processor information below.

**PROCESSOR INFORMATION**

<table>
<thead>
<tr>
<th>Claims Processor:</th>
<th>OptumRx</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of Processor:</td>
<td></td>
</tr>
<tr>
<td>Bank Identification Number (BIN):</td>
<td>610494</td>
</tr>
<tr>
<td>Processor Control Number (PCN):</td>
<td>9999</td>
</tr>
<tr>
<td>Submitted Group (Group):</td>
<td>ACUHI</td>
</tr>
</tbody>
</table>
Dispensing Seven-Day Supply Emergency Prescriptions when Prior Authorization is Not Available

Dispense a seven-day emergency medication supply via an override when our prior authorization phone line is not available. This emergency supply:

- Is limited to one seven-day supply over 365 days of drug
- If medications can’t be dispensed as an exact three-day supply, dispense the minimum quantity as a three-day supply. Examples include, but are not limited to: metered doses inhalers, nasal sprays, topical preparations and powders for reconstitution.

Please include the following information when submitting claims for a seven-day supply:

- Prior Authorization Type code (Field 461-EU) = 8
- Prior Authorization Number Submitted (Field 462-EV) = 00000000120
- Day Supply in the claim segment of the billing transaction (Field 405-D5) = 7

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

If you have any questions, please contact the OptumRx Help Desk
24 hours a day, seven days a week.

OptumRx Help Desk phone numbers, 24 hours, seven days a week.

- UnitedHealthcare® MedicareComplete Plans: 877-889-6510
- UnitedHealthcare® Medicaid Plans: 877-305-8952
- United MedicareRx and UnitedHealthcare MedicareRx Plans: 877-889-6481
- All other Plans: 800-788-7871

Please distribute immediately.