Effective February 1, 2015

UnitedHealthcare Community Plan is administering prescription benefits for a number of new members and OptumRx will be processing the claims for them. Please help us ensure these members receive their prescriptions on the first day their enrollment is effective with us.

- All new UnitedHealthcare Community Plan members should receive their member identification (ID) card before February 1, 2015. If they have not yet received their card, please call the OptumRx Help Desk at 866-328-3108 with any processing questions.
- If the member is not found in the OptumRx claims processing system, please have the member call UnitedHealthcare Community Plan Member Services at 866-675-1607.
- Copayments may not apply for certain members (for example, pregnant women or Native Americans), so if you have questions about a copayment or believe a copayment should not apply, please call the OptumRx Help Desk.

Dispensing Three-Day Supply Emergency Prescriptions

Please dispense a three-day emergency medication supply via an override when our prior authorization phone line is not available. If medications - such as metered dose inhalers, nasal sprays, topical medications and powders for reconstitution - cannot be dispensed as an exact three-day supply, please dispense the minimum quantity.

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

- Prior authorization Type code (Field 461-EU) = 8
- Prior authorization number submitted (Field 462-EV) = 00000000072
- Day supply in the claim segment of the billing transaction (Field 405-D5) = 3

Sample of New Member ID Card

Processor Information

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

If you have questions, please call the OptumRx Help Desk at 866-328-3108, 24 hours a day, seven days a week.