Effective January 1, 2015, UnitedHealthcare Community Plan of Delaware members began to have their pharmacy benefits covered by UnitedHealthcare Community Plan, with Optum Rx processing pharmacy claims for these members. UnitedHealthcare provides its members with the pharmacy benefit through the use of a Preferred Drug List (PDL); medications not on the PDL (as well as some of those listed on the formulary) are subject to prior authorization. The Optum Rx system also manages point-of-sale editing, including quantity and days’ supply limits.

The PDL and quantity limits that UnitedHealthcare uses are the same as those that were used by the State of Delaware Medicaid.

Most authorization approved by the State in 2014 have been transmitted to UnitedHealthcare and are active in the Optum Rx system. For continuity of care not reflected in the system, please request the member’s provider to call for a continuity of care prior authorization.

- Please process prescriptions online using the following processor information:
  
  **Name of Processor:** OptumRx  
  **Bank Identification Number (BIN):** 610494  
  **Processor Control Number (PCN):** 9999  
  **Submitted Group (Group):** ACUDE

- Prescriptions are limited to a 31 day supply
- A 3-day temporary supply can be submitted for most medications that are non-preferred or subject to prior authorization (see below)
  - For packaging that cannot be dispensed as an exact three-day supply, dispense the minimum quantity as a three-day supply.
- Member prescriptions and refills are subject to copays, up to a maximum of $15 per calendar month
  - Federal Law requires that services be provided to members even if they are unable to pay
  - Members do remain responsible for their copays and can be billed
- Narcotic prescriptions must be registered through the Prescription Monitoring Program (PMP)
  - Be sure to designate Medicaid
- Medications dispensed from 340b pharmacies or 340b stock must be identified
- Compound prescriptions are subject to prior approval if (a) ingredients are not on the UHC Preferred Drug List, (b) over $100 in cost or (c) contains non-rebatable components
- The pharmacy network for UnitedHealthcare Community Plan of Delaware includes specialty pharmacies contracted specifically for dispensing specialty products. These products require prior authorization and if approved will be dispensed by that network.
REDUCE PROCESSING ERRORS, PLEASE CONFIRM THE INFORMATION ON MEMBER’S ID CARD PRIOR TO SUBMITTING PRESCRIPTION CLAIMS.

If you have questions, please contact 800-842-4195.