When you receive a care provider call for a controlled substance prescription for a UnitedHealthcare Community Plan member, please limit the supply and process it using serial number 99999999. This number replaces the prescription pad serial number.

Per New York pharmacy regulation, verbal prescriptions for schedule II, III, IV (benzodiazepines only), and V controlled substances are limited to a five-day supply. Verbal prescriptions for schedule IV non-benzodiazepine controlled substances are limited to a 30-day supply or 100 dosage units, whichever is less. Providers verbally prescribing controlled substances are required to write a follow-up prescription using the blue prescription pad with a serial number within 72 hours.

If you do not receive the follow-up prescription for a verbally prescribed schedule II or benzodiazepine controlled substance, please notify the Bureau of Narcotic Enforcement in writing within seven days of dispensing the drug. To contact the bureau, go to their website: health.ny.gov>professionals>narcotic>contact.htm

If you do not receive the follow-up prescription for a verbally prescribed schedule III, IV (non-benzodiazepine), or V controlled substance, you are only required to document it in your records as “official prescription not received”, the name of the pharmacist, and the date recorded.

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

If you have questions, please call the OptumRx Help Desk any time at:
877-305-8952

Please distribute immediately.