IMPORTANT INFORMATION REGARDING

Tenneco Employees

Effective January 1, 2016

Tenneco is participating in OptumRx’s Mail Service Member Select™ program which encourages members filling maintenance prescriptions at retail to use home delivery as a cost savings measure for their enrolled members.

Members DO have the option to dis-enroll from home delivery if they so choose

City of Tenneco card sample

If your pharmacy receives a claim rejection code 76 with a message directing the patient to call a 1-877 number, Max 2 fills then action required; please inform the Tenneco member that they must call OptumRx to either explore switching their prescription to home delivery or dis-enroll from home delivery and continue filling at retail.

The member can contact OptumRx by calling (877) 231-1529 to learn about home delivery pricing or dis-enroll and continue filling their prescription at retail.

If the member elects to continue filling at retail the OptumRx agent on the phone will dis-enroll them from the program and your pharmacy will be able to reprocess the prescription.

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® Medicaid Plans: 877-305-8952
- AARP® MedicareRx, United MedicareRx, UnitedHealthcare MedicareRx Plans: 877-889-6481
- All other Plans: 800-788-7871

Thank you for your continued support. Please distribute immediately.