IMPORTANT INFORMATION REGARDING
Refill Threshold Updated for Retail Pharmacy for Schedule II-V

Effective Date: 12/1/2017 – 2018 Ongoing

OptumRx Plan has updated the refill threshold on all controlled substances impacting select Commercial clients to 90%

OptumRx is currently embarking on an initiative to curb the rising tide of opioid abuse across the US, including overuse and abuse of all controlled substances. Effective December 1, 2017, select OptumRx Commercial Clients will set the allowed refill window at retail to a 90% threshold for all controlled medications in Schedule II-V.

If a controlled medication claim is submitted for either a refill or new prescription fill before the existing fill has reached 90% completion, the claim will hard reject with the following message:

- Reject 79 Refill Too soon Refill payable on or after [date of next allowed fill]

If the Hard reject occurs, the pharmacy must perform a consultation and/or get approval from the prescriber prior to calling the Pharmacy Help Desk number for an override.

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:
Pharmacy Help Desk: (800) 788-7871 (24 hours a day, 7 days a week)

For questions regarding this communication call:
Provider Relations (877) 633-4701 or e-mail provider.relations@optum.com

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