ACTION REQUIRED REGARDING
UnitedHealthcare Community Medicaid and CHIP Plans

Dear Provider,

OptumRx needs your help to gather required provider directory information. The Centers for Medicare & Medicaid Services (CMS) rule on managed care in Medicaid and the Children’s Health Insurance Program (CHIP) requires Medicaid managed care plans to make available certain provider information to covered members as part of the provider directory (for example, provider facility disability accessibility and cultural competency training).

As a result, we request that your pharmacies complete a short survey to provide the information. Please send the below link to your pharmacies to complete this survey. Information must be completed for each individual contracted pharmacy. This information will be made available to members on the UnitedHealthcare Community Plan paper provider directory as well as on the web via the OptumRx pharmacy locator tool.

To complete the survey, visit: www.optum.com/UHCmegarulesurvey

Thank you in advance for working with your pharmacies to complete this survey. Please have the pharmacies provide feedback by December 31, 2018.

Please distribute immediately.

Should you have any questions or require assistance, please contact the OptumRx Help Desk:
Pharmacy Help Desk: (877)305-8952 (24 hours a day, 7 days a week)

For questions regarding communications, contact the Pharmacy Provider Communications team:
pharmacyprovidercommunications@optum.com

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