IMPORTANT INFORMATION

Emergency Process for Members Affected by Tornadoes Is No Longer in Effect

The Emergency Refill Process below is no longer in effect.

In response to the current emergency situation with the tornadoes in the Alabama and Georgia regions, OptumRx has approved the following immediate action to ensure continuity of care for members.

The emergency natural disaster have been declared as a State Emergency and as an OptumRx Network Pharmacy Provider, your pharmacy should take the following action(s) if a member indicates they are impacted by this severe emergency situation.

- Adjudicate prescriptions online to OptumRx following the normal claim submission process.
- Claims that reject with messaging: *Refill Too Soon* – can be overridden by OptumRx’s Pharmacy Help Desk.
- OptumRx Pharmacy Help Desk Number: 1-800-788-7871 (available 24 hours/7 days a week).
- Additional overrides may be provided on a case-by-case basis to ensure medications are available to members that may continue to be impacted by the emergency.

OptumRx appreciates all Network Pharmacy Providers additional efforts to ensure continuity of care for our members. Should you need any clarification regarding this notice, please outreach to our Pharmacy Help Desk.

To view payer sheets, visit: https://professionals.optumrx.com/resources/payer-sheets.html. 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 Pharmacy Help Desk at (800) 788-7871 (24 hours a day, 7 days a week).