In an effort to collaborate on the delivery of quality healthcare to our Members, we hereby inform you of the revised OptumRx Provider Manual ("Manual"), which replaces and supersedes the previous OptumRx Manual edition. Note: This is not a comprehensive list of changes and only represents some of the more relevant changes within the industry.


Relevant Edits

- **Section IV. Processing Claims**
  - Page 32: Patient residence code and pharmacy service type requirements – new reject code
  - Page 49: Medicare Part D Drug Management Program – updated information
  - Page 52: Days’ supply and quantity – updated information

- **Section VI. Medicare Product Information and Guidelines**
  - Page 69: Medicare Part D transition policy – updated information
  - Page 70: Medicare Part D transitioning LTC facility – updated information
  - Page 81: Medicare-D Drug Management Program Member Pharmacy Lock-In Edit – updated information

- **Section VII: Compliance; Fraud, Waste and Abuse (FWA); General Training; Audits**
  - Page 88 – 89: Procedures for audit compliance – updated information
  - Page 90: Prescription records – added new information
  - Page 92: Insulin and diabetic supplies – updated information
  - Page 92: Ophthalmic products – updated information
  - Page 95: Pharmacy Audit Review Committee – updated information
  - Page 96: LTC providers – updated information

- **Section VIII: Pharmacy network participation requirements**
  - Page 100: Non-solicitation – updated information
  - Page 102: Credentialing and quality management: updated information

- **Section I: Appendix**
  - Page 134: Medi-Cal Program Regulatory Requirements – new document
  - Page 135: Illinois – updated information
  - Page 139: Michigan MAC – updated information
  - Page 146: YourCare Health Plan – new information

The Manual is incorporated by reference into your respective ORx Pharmacy Network Agreement and your Catamaran Participating Provider Agreement (collectively, "Agreement"). Whether you are contracted directly or indirectly through a PSAO or a Chain, participating Network Pharmacy Providers are responsible for understanding and complying with all of the Manual’s terms and conditions. Failure to comply with the Agreement and Manual may result in disciplinary action, up to and including termination from all pharmacy networks. Network Pharmacy Providers should routinely consult the Manual to ensure compliance.

As a reminder, the Manual is updated periodically, which Network Pharmacy Providers are expected to comply with the requirements set forth in the most recent version. The current version of the Manual can always be accessed by utilizing the link(s) above.

ORx appreciates your continued compliance and participation in our pharmacy networks. Please distribute immediately. Thank you for your continued support.