

# Welcome to Your Prescription Benefit Program



When it comes to your health, Capital Rx is with you every step of the way. Our top-tier services and resources are available to help you make the most informed decisions for you and your family.



## Remember to Use Your Member ID Card at Retail Pharmacies

Don't forget to present your member ID card along with your prescription to one of our 60,000+ retail pharmacies.



## Save time with Optum Home Delivery

If you are prescribed a 90-day prescription for maintenance medications, you can save time with mail service.

### Getting started with Optum Home Delivery

Please reach out to your prescriber and update your mail order pharmacy provider as Optum Home Delivery.

**Online:** Go to the Capital Rx Member Portal at <https://app.cap-rx.com/login> to register or log in. Select 'home delivery' to confirm your profile settings.

**Phone:** Call Capital Rx and follow the prompts for 'medications delivered to your home'. A care coordinator will assist with completing your profile settings.

### Managing New Prescriptions and Refill Requests

Choose one of the following options to request refills of current prescriptions or to send new prescriptions to Optum Home Delivery.

**E-prescribe (preferred):** Have your prescriber electronically send your prescription to **Optum Home Delivery**.

**Fax:** Have your prescriber fax your prescription to **Optum Home Delivery**. Faxed prescriptions may only be sent by a doctor's office and must include patient information.

**Online (refills only):** Login to the Capital Rx member portal to place an order for available refills.

**Mail:** Mail your paper prescription to Optum Home Delivery at **6800 W 115th St. Suite 600, Overland Park, KS 66211-9838**.

Home delivery customer support is 24 hours a day, 7 days a week.



## Understanding Prior Authorization, Step Therapy, and Quantity Limit

In order to ensure safe and appropriate use of certain medications, your prescription benefit program may have prior authorization, step therapy, and/or quantity limits for certain medications.

- **Prior authorization** requires you and your physician to obtain approval from Capital Rx prior to medication being dispensed.
- **Step therapy** is when your prescription benefit requires you to try another medication (usually a generic) prior to starting the medication your physician prescribed (usually a brand).
- **Quantity limits** only allow you to receive up to a maximum dosage or quantity for certain medications, based on clinically-approved prescribing guidelines.

Call Customer Care to determine if your medication(s) are subject to prior authorization, step therapy, and/or quantity limit requirements.



## Once you get a new prescription for your specialty medication, you can:

**Online:** Go to the Capital Rx Member Portal at <https://app.cap-rx.com/login> to register or log in. Select 'specialty pharmacy'. Fill out the New Patient Form, and we will take it from there.

**Phone:** Call Capital Rx Customer Care and follow the prompts for 'specialty pharmacy' or ask your doctor to send an electronic prescription to Optum Specialty Pharmacy.

A patient care coordinator may reach out for more information to finalize your account or set up your first order. We will also contact your provider for an up-to-date prescription, if needed.



Capital Rx Customer Care is available 24 hours a day, 7 days a week. Please dial the toll-free number on your ID card.

**Log into the Capital Rx Member Portal to manage your benefits and access all digital tools available!**

