

Pharmacy Benefit Frequently Asked Questions

Outlined below are some questions and answers to help you better navigate your pharmacy benefit offered to you by Capital Rx, your prescription benefit provider. For additional questions, please contact your dedicated Customer Care team. We are available 24 hours a day, 7 days a week to answer any questions you may have.

Who is Capital Rx?

Answer: Capital Rx is a next generation pharmacy benefit manager, overseeing prescription benefit plans on behalf of employers, unions, and you - our members. We work hard every day to ensure your prescription plan is cost effective while never losing sight of our ultimate mission: your health.

What is a Pharmacy Benefit Manager (PBM)?

Answer: A pharmacy benefit manager (PBM) processes prescription drug claims on behalf of you and your plan sponsor. A plan sponsor is typically an employer, which could be a corporation, government agency, or nonprofit organization. To provide this service, we contract and negotiate with retail pharmacies and pharmaceutical manufacturers to provide the right balance of drug access and cost-effectiveness.

How do I contact Capital Rx if I have questions?

Answer: You can contact Capital Rx by calling the toll-free number that is listed on your ID card.

Does Capital Rx have an online member portal?

Answer: Yes. Once active with Capital Rx, you can log in to the member portal by visiting <https://app.cap-rx.com/login>.

How do I download and log into the Capital Rx mobile app?

Answer: Once active with Capital Rx, you can download the Capital Rx mobile app by searching 'Capital Rx' in the app store.

To register, visit <https://app.cap-rx.com/register> or scan the QR code and complete the following steps.

1. Fill in your personal information and click **VALIDATE**
2. Complete credentials form and click **CREATE ACCOUNT**
3. Check your email and locate the verification code sent from Capital Rx
4. Enter the code provided to validate your email address



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Is the medication I am currently taking covered by Capital Rx?

Answer: For most members, your covered medications will not change with Capital Rx. If your drug is not covered, you will receive a communication in the mail from Capital Rx with next steps. To check your drug coverage, visit the open enrollment portal. Use the navigation menu and select your plan. Click 'View Formulary'. Enter your drug name to explore if your medication is covered.

What if I am taking a medication today that has an active prior authorization on file?

Answer: Capital Rx will work with your current pharmacy benefit provider to receive a listing of active prior authorization records. This information will be loaded into your member profile with Capital Rx to ensure continuous access to your medications.

Will my out-of-pocket costs change with Capital Rx?

Answer: The structure of your pharmacy plan design is not changing with the move to Capital Rx. To explore what your costs will be or to find the best cost visit the open enrollment portal. Use the navigation menu and select your plan. Enter your zip code and medication name. Define specific medication details using the drop-down menus for form, dosage and quantity. Your search results will display the expected cost for your medication at an in-network pharmacy near you.

What if I need to fill a prescription and don't have my physical pharmacy ID card at the pharmacy?

Answer: Once active with Capital Rx, you can download a temporary ID card by logging into the Capital Rx member portal or mobile app. If the pharmacy is still unable to process, you can have them contact your dedicated Customer Care team.

With Capital Rx, can I continue to go to the same pharmacy?

Answer: Capital Rx maintains a national network of more than 60,000 pharmacies, including national chains and most independent pharmacies. To confirm if your pharmacy is in the network visit the open enrollment portal. Use the navigation menu and select your plan. Click 'Start'. Enter your zip code and additional optional fields as appropriate. Your search results will display in-network pharmacies near you.

Will my Mail Order and Specialty Pharmacy provider change with the transition to Capital Rx?

Answer: Once active with Capital Rx, your Mail Order and Specialty Pharmacy will be managed by Optum Pharmacy. Capital Rx will work closely with your current, exclusive pharmacy provider to request a file of all eligible, open prescriptions. This is called an open prescription transfer file, and it is sent to Optum Pharmacy securely. There are a few restrictions on what can be transferred automatically with this process.

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What kind of prescriptions are not eligible for transfer with the open prescription transfer file?

Answer: Prescriptions that fall under the following categories are not eligible for transfer with the open prescription transfer file.

- Expired Prescriptions
- Prescriptions for Controlled Substances
- Prescriptions with zero refills remaining
- Prescriptions that are new or renewed and have not been filled

What if I have a prescription that is not eligible for transfer with the open prescription transfer file?

Answer: If you have a current prescription that is not eligible for transfer with the open prescription transfer file process, you will need to ask your healthcare provider to write a new prescription for set up with Optum Pharmacy.

How can my healthcare provider send my new prescription(s) to Optum Home Delivery Pharmacy?

Answer: Once active with Capital Rx, new prescriptions can be sent to Optum Home Delivery through one of the following options:

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

How can my healthcare provider send my new prescription(s) to Optum Specialty Pharmacy?

Answer: Once active with Capital Rx, new prescriptions can be sent to Optum Specialty Pharmacy through one of the following options:

- **Online:** Go to <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 the number that is listed on your ID card and follow the prompts for 'specialty medications' or ask your prescriber 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. The pharmacy will also contact your prescriber for an up-to-date prescription, if needed. If your prescription needs a prior authorization, your prescriber may need to take extra steps to submit your prescription.