Welcome to Prescription Solutions by OptumRx Specialty Pharmacy

Specialty pharmaceuticals are some of the true “wonder drugs” in medicine today. While they change, improve and even save lives, some who take these unique products may have a more intense therapy experience than with non-specialty pharmaceuticals. Because of this, the Prescription Solutions® by OptumRx™ Specialty Pharmacy does more than fill your prescriptions for specialty pharmaceuticals. We also provide you — and your physician — with a team to support you throughout the course of your specialty medication treatment.

Along with your treatment team, we also have flexible, convenient delivery options to meet your individual needs, regardless of who administers your specialty medication.

This brochure will help you get the most out of your specialty medication treatment. Please review it thoroughly and keep it for future reference.

The entire Prescription Solutions by OptumRx team is behind your care and working to help you achieve the best possible therapeutic outcome. If you have any questions about specialty pharmacy, please call us (see the last page of this brochure for contact information).
Patient Care Coordinators
Patient Care Coordinators (PCCs) are your primary contacts at Prescription Solutions by OptumRx. They will check in with you regularly to:

- Schedule deliveries and make emergency delivery arrangements if needed
- Help manage your inventory and order additional supplies
- Obtain authorization for your prescription if necessary

If you have any questions about your medications, deliveries, copayments or the specialty pharmacy, call a PCC for assistance.

Registered Pharmacists
Prescription Solutions by OptumRx pharmacists actively participate on your treatment team. Working with your physician and a PCC, they monitor your medication intake to minimize adverse reactions and maximize the benefits of your therapy. Prescription Solutions by OptumRx pharmacists will:

- Review your prescription profile to find potential interactions among medications you take
- Contact your doctor when necessary to discuss details about your prescription needs, such as appropriate dosage levels and treatment authorizations

How Specialty Pharmacy Works

Copayments
Copays must be made before your order can ship. You can either mail us a check or use a credit card. Credit cards are preferred and may also be more convenient for you — we can securely file the number (with your permission) to charge future refills to the same credit card.
Orders and Refills
When you’re on an intensive drug therapy, it’s critical to receive your refills in a timely manner. Our goal is to deliver your medications on time, every time. That’s why a PCC will contact you about a week before each delivery. In addition to scheduling your deliveries, the PCC will also monitor your medication inventory, verify your other remaining supplies and answer any questions you may have.

If you run short of your drug or supplies at any time, please call a PCC right away to make appropriate arrangements. Never wait until you’re completely out.

Shipping and Deliveries
All specialty pharmaceuticals are shipped at no charge to you. Refrigerated specialty pharmaceuticals are shipped overnight, with scheduled deliveries Tuesday through Friday. Non-refrigerated items are shipped via ground delivery. Orders can be shipped either to your doctor’s office or your home, depending on who administers your medication. If you’re not home or available to receive the delivery, the package may be left at your front door or an alternate address, such as with a neighbor. While setting up your initial delivery, a PCC will ask you about such arrangements.

Please note that some medication deliveries require a signature.

Be sure to let a PCC know if your shipment does not arrive by the scheduled delivery date. Please note, too, that it is your responsibility to open the package as soon as it arrives to check the contents. If any part of your shipment is missing, lost, stolen or damaged, you must notify Prescription Solutions by OptumRx within one business day of receiving the delivery.

Travel Arrangements
With advance notice, we can arrange to deliver a shipment to your vacation destination if you’re traveling within the United States.
What You Need to Do

Dedicate an Area at Home
If you receive your medication and supplies at home, it’s best to choose a specific place where you will store them. The area should have a constant room temperature because most specialty pharmaceuticals and supplies must be protected from excessive heat, cold, light, humidity and dampness. It’s also important to make sure children and pets cannot reach the place you choose. Your storage location should be separate from other household items and easy to keep clean.

Please note, however, that if your medication and supplies have specific storage instructions, you must follow them. The medication’s instructions will indicate if it needs to be stored at room temperature, in the refrigerator or kept frozen. By storing it correctly, your medication will maintain its full potency.

As each shipment arrives, place the newest inventory behind your existing supply. Doing this ensures you use the “oldest” first. Never use expired or outdated products. Instead, set them aside and contact a PCC for directions on how to dispose of or return these items.

Check your Stock
Your delivery schedule depends on how long you’ll be using the specialty medication, which supplies you need and how much space you have available for storage. Again, you will be contacted about a week before each scheduled delivery to review the medication and supplies you have on hand. This allows us to adjust the pending order to meet your specific needs.

It’s a good idea to check your medication and supply stock between deliveries and calls from a PCC. If you see you’re going to run short, please call a PCC. Emergency deliveries can be arranged if you run low.

If you receive a courtesy refill message, please return our call as soon as possible in order for us to make sure we meet your specific needs and ensure timely delivery.
Review Every Delivery
When each shipment arrives, take a moment to check the contents. Verify that the package contains everything you expected, including that the medication is the correct dosage and quantity. If anything is different than what you discussed with your doctor, please contact your physician or one of our pharmacists right away.

Each package will include an invoice listing its contents, as well as some or all of these items:

• Medication(s)
• Supplies, if needed, that relate to the injection or administration of your medication
• Sharps container, if applicable
• Styrofoam container and gel ice (for refrigerated medications only)

Check the package for any signs of damage, such as holes, dents, watermarks, rips, etc. Remember, it is your responsibility to notify Prescription Solutions by OptumRx within one business day of delivery if any part of your shipment is missing, lost, stolen or damaged.

Safety Always Comes First

Take as Directed
Following all instructions is the most important thing you can do to ensure your treatment is both safe and effective. This includes taking note of any foods, drinks or other medications to avoid while using your specialty medication. Please also be sure to let your doctor or pharmacist know if you experience any side effects or new symptoms.

If your treatment plan is complex, you can work with a PCC to set up a system that will help you manage it. Using a daily log to track which medications to take, when to take them and how much to take is just one way to ensure you use them as prescribed.
Disposal of Sharps and Medical Supplies
The government regulates how used medical supplies are to be disposed of. This includes sharps, which are needles, syringes, broken glass (such as from a medication bottle) and other items that could cut or puncture skin. If you use sharps during the course of your medication therapy, Prescription Solutions by OptumRx will send you a puncture-resistant container for disposing them. Never put any sharps into household trash or recycle any medical supplies. Contact your physician or local waste management company for information on how to dispose of your sharps container.

When your sharps container is three-fourths full, call a PCC so we include a fresh one on your next shipment.

If you use any other materials related to your care, such as dressings, sanitary or incontinence pads, diapers, paper towels used to clean up body substances or gloves used in patient care, these must also be properly disposed. Place them in a plastic bag and close tightly, then place it in a larger plastic garbage bag for disposal.

General Hygiene
When you’re being treated for a disease or illness, your body’s immune system is already weakened. This makes you more vulnerable to other infections, so please be particularly careful in avoiding germs. To do this, take basic steps such as:

• Practice good personal hygiene — wash your hands often and properly, with lots of warm, running water and liquid soap.

• Do laundry regularly — change soiled linens and bedclothes promptly and wash these and all soiled items separately in hot water with detergent and bleach.

• Clean your cleaning supplies — brushes, mops, sponges and other cleaning items can also breed germs. Soak them in bleach and water for five minutes after each use.

• Use gloves — that means utility gloves for housekeeping and, if you’re a caregiver, latex gloves whenever touching your patient.
In an Emergency
If you have a life-threatening emergency, call your local Emergency Medical Services (EMS). The phone number is 911 in most areas. If your EMS number is different, add it to speed dial on your telephone, if possible, or make sure the number is always next to your phone.

Otherwise, if you run out of supplies, call a Prescription Solutions by OptumRx Specialty Pharmacy PCC immediately.

If you experience a reaction to your medication, call your doctor right away and describe your symptoms. Please let your Prescription Solutions by OptumRx pharmacist know what happened so we can coordinate necessary treatment changes with your doctor.

We’re Here to Help
We want to hear from you whenever you have questions or need assistance. We can help with topics like:

- Benefits questions — from determining your coverage to helping you with paperwork
- Payment information — including what your costs are, if any, and coordinating coverage and payment with your payer
- Problems — with service or with supplies and deliveries
- Changes — from updating delivery instructions to implementing changes your doctor makes in your treatment plan

In addition to hearing from you when you have questions, we also need to hear from you when:

- Your medication usage changes or is discontinued
- You’re in the hospital or are going to be hospitalized
- Your address or phone number changes
- Your delivery instructions change, even temporarily
- Your health insurance is going to change
- Your sharps container is three-fourths full (so we include a fresh one on your next shipment)
- You experience a reaction to your medication (call us after you talk with your doctor)
A Message to Caregivers

Although this booklet is written for customers who are independent and able to administer their own specialty medications, we know many rely on caregivers to do this — and much more — for them.

If you are a caregiver, please review this information too. You are vital to the customer’s quality of care and quality of life. We understand that your role can be demanding and challenging, especially if you provide care to a loved one.

Because we’re both part of the customer’s treatment team, you and Prescription Solutions by OptumRx Specialty Pharmacy share a common goal: to help customers achieve the best possible treatment outcomes. Together, with patience, understanding and proper planning, we move closer to achieving that goal every day.

You can reach the Specialty Pharmacy Team at **1-866-218-5445**. We’re available from 5 a.m.–7 p.m., PT, Monday–Friday and 5 a.m.–5 p.m. PT, Saturday–Sunday. In addition, our pharmacists are available 24 hours a day, 7 days a week.