



## Welcome to the UnitedHealthcare specialty pharmacy program

Specialty medications are important to maintain or improve your health. Our specialty pharmacy program has the resources and personalized support to help you with your condition.



### What is a specialty medication?

An injected, infused, oral or inhaled medication is defined as a specialty medication if it:

- May need ongoing clinical oversight and extra education
- Has unique storage or shipping needs
- May not be available at retail pharmacies
- May need infusion or home nursing

### What services does the specialty pharmacy provide?

UnitedHealthcare® offers specialty medication services through Optum® Specialty Pharmacy. Optum Specialty Pharmacy supports you with a team of pharmacists and nurses who specialize in your condition—at no extra cost to you. You also have:

- Access to your medications at your plan's lowest cost
- 24/7 access to pharmacists
- Clinical and adherence programs
- Medication supplies at no extra cost
- Refill reminders
- Timely delivery in confidential packaging

continued

**United  
Healthcare**

# Guiding your health journey under the pharmacy benefit

We understand the challenge of living with and managing a complex health condition. Our specialty pharmacy program is here to assist you every step of the way.



## Getting started

Call **1-855-427-4682** to enroll in the specialty pharmacy program.

Pharmacists and patient care coordinators are ready 24/7 to take care of everything, including:

- Transferring your prescription to Optum Specialty Pharmacy
- Helping find affordable ways to get your medication
- Helping take care of any side effects



## Working with your pharmacist or nurse

Be sure to follow your care plan and tell your pharmacist or nurse about any new medications you're taking or any changes or in your therapy, such as:

- Side effects
- Forgetting to take your medication

Your pharmacist or nurse can also help you find wellness programs to stay on track.



## One-on-one support

Optum Specialty Pharmacy experts are there for you by phone any time you have questions about your medication, side effects or treatment. The support doesn't stop there.

**Virtual visits** let you connect face-to-face with your care team. Ask for a real-time video chat with an expert in your condition. Your personal, confidential appointment gives you as much time as you need to ask questions from the privacy of your home. You can even record your session to review later or to share with your caregivers.

**Video series** can help you feel more connected to others with the same condition and give you a chance to learn more about your treatment. You'll be able to see videos from other patients with your condition. You can hear right from them about their treatment and how they are doing on it. Video libraries are currently only available for select conditions.



## Staying on track

### Quick and easy refills

With a phone call reminder a few days before your next refill, it's easy for you to fill your prescription. You can even sign up for text message reminders online or by phone.

### Fast, safe delivery

With Optum Specialty Pharmacy, shipping your medication is quick, easy and safe. Refrigerated medications will be shipped overnight to the address you choose in a temperature-controlled package. Others will be shipped within 1–3 days. Supplies will also be sent at no extra cost.

### Save more money

Optum Specialty Pharmacy can only fill your specialty medications. Use your home delivery or retail pharmacy for your other prescriptions. You may be able to save if you use lower-cost options and use home delivery.