



IMPORTANT NEWS!

Prescription Home Delivery and Specialty Medications are Changing from Walmart to Optum

Capital Rx, the provider of your pharmacy coverage, has informed us that effective January 1, 2024, Walmart will be replaced as the provider for home delivery (i.e., mail order) and specialty pharmacy services.

Capital Rx decided to move to Optum Home Delivery and Optum Specialty Pharmacy for these pharmacy services after a comprehensive selection process. Here are a few of the enhancements you will receive through Optum:

- Improved call center service. Optum Pharmacies are well staffed to support current members and any future growth in membership.
- A customer care service model that will ensure Optum Pharmacy representatives are specifically trained to handle calls from NY44 Health Benefits Plan Trust members. Additionally, Capital Rx representatives will have access to data within Optum's pharmacy system which will enable Capital Rx agents to answer questions specific to prescription receipt and order processing without the need to transfer your calls to an Optum Pharmacy agent.
- Optum Pharmacies will provide a more efficient and user-friendly auto-refill program. Members with eligible medications can easily enroll in the auto refill program using the Capital Rx member portal. Members will be able to choose whether they receive auto refill communication via text message or email.
- There will be enhanced mobile app and website capabilities which will support online refills, medication pricing and many other exciting features.

Please see the next page for more details

This is an important change which will provide you with better service. We ask that you please stay alert for these communications and understand how this change may impact your individual situation.

Be on the lookout for future communications from Capital Rx.

In addition, the NY44 Health Benefits Plan Trust will be mailing communications directly to members. Check your mailbox for newsletters and postcards.



Anytime you have questions you can call the Capital Rx Member Help Desk: 1-833-772-2779. They are open 24 hours a day, 7 days a week.

Optum Pharmacy Transition Member FAQ

When is my benefit transitioning to Optum as the preferred provider for home delivery and specialty pharmacy fulfillment?

Answer: Your pharmacy benefit plan is transitioning to Optum Home Delivery and Optum Specialty Pharmacy on January 1, 2024.

When will I receive information about this transition?

Answer: Capital Rx has prepared a communication plan to keep you informed of transition changes.

- 60 Days Prior to Transition: Those who are currently filling medications with Walmart Mail Order and/or Specialty Pharmacy will be sent a notice of change letter in the mail. This will detail the change taking place and outline any next steps.
- 30 Days Prior to Transition: All cardholders will be sent an informative postcard in the mail regarding the transition to Optum.
- 21 Days Prior to Transition: Members currently filling medications with Walmart Mail Order and/or Specialty Pharmacy will receive **a call from Capital Rx** to remind them of the transition to Optum.
- 14 Days Prior to Transition: Members currently filling medications with Walmart Mail Order and/or Specialty Pharmacy will receive **a call from Optum** to offer support with registration or with requesting a new prescription from your prescriber.

What if I have an open prescription with Walmart Mail Order or Specialty Pharmacy?

Answer: Capital Rx is working closely with Walmart Mail Order and Specialty Pharmacies to transfer eligible prescriptions to Optum Home Delivery or Specialty Pharmacy. Prescriptions that are expired, controlled substances, or prescriptions that do not have any remaining refills cannot be transferred. If you need support with requesting a new prescription from your prescriber, please contact Capital Rx by dialing the number listed on your ID card and follow the prompts for either medications delivered to your home or specialty pharmacy.

Will I need a new prior authorization given this change in pharmacy?

Answer: No. Your prior authorization status is maintained by Capital Rx and will not change from what was originally approved.

Will I need a new ID card?

Answer: No. The information listed on your ID card for your pharmacy benefit will remain the same.

When the change to Optum is completed will I still be able to use Wegman's and Stoney Point Pharmacy?

Answer: Yes. Even after the January 1, 2024, change from Walmart to Optum you will still have the option to use Wegman's and Stoney Point Pharmacy. The NY44 Health Benefits Plan Trust will continue to allow 90-day maintenance mail order to be filled at Wegmans retail locations. For enrollees in the Rockland County area, Stony Point Pharmacy will also continue to be an alternative.



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