



# Filling a specialty medication

Here's what you need to know.

Specialty medications are important to maintain or improve your health. As part of your new UnitedHealthcare Student Resources (UHCSR) insurance coverage, specialty medications are filled through Optum Specialty Pharmacy.

## What is a specialty medication?

A specialty medication may be injected, infused, taken by mouth or inhaled. It's different from other medications because it:

- May require ongoing clinical oversight and extra education
- Has unique storage or shipping needs
- Is often not available at retail pharmacies
- Is dispensed through a specialty pharmacy that supports complex medication needs

**Note:** Infusion or home nursing services and/or drugs are typically covered under your medical benefits, not pharmacy benefits.

## What services does the specialty pharmacy provide?

You'll get access to these helpful resources.

### Easy prescriptions

- Get medications delivered on time, accurately, and affordably
- Order refills by phone or online\*
- Receive support through virtual visits, calls, live chat, or text

### Expert guidance

- Connect with a clinician to help manage your medications
- Find out about financial help for your medication
- Learn more about your condition and treatment through videos

# Step-by-step guide for members

## 1 Check Prior Authorization (PA) status

Some specialty medications require prior authorization.

- Contact your provider to confirm if a PA is needed and if it has been submitted
- You can also call the number on the back of your UHCSR ID card to check PA status

## 2 Confirm prescription is sent to Optum Specialty Pharmacy

Ask your provider to send the prescription using one of the following methods:

### E-prescribe to:

- NPI: 1083045140
- NCPDP: 1564930

**Fax:** 1-877-342-4596

## 3 Call Optum Specialty Pharmacy to begin fulfillment

**Phone:** 1-855-427-4682

- Confirm your prescription is on file
- Provide your shipping address and contact details
- Ask about the expected delivery timelines

## 4 Respond to Optum outreach

Optum may contact you to confirm shipment details.

- Be sure to answer or return calls promptly to avoid delays

## 5 Track your shipment

Once shipped, Optum will provide tracking information.

- You can follow up if needed to ensure timely delivery.

## Need help?

If you have questions or need help navigating this process, please contact UHCSR Customer Service at the number on your insurance ID card.



# Frequently asked questions (FAQs)



## Can I use a local pharmacy for my specialty medication?

No. Specialty medications must be filled through Optum Specialty Pharmacy under the UHCSR plan.



## How long does it take to receive my medication?

Once the prescription and any required PAs are processed, delivery typically takes 1-2 business days. Optum will provide tracking details.



## What should I do if Optum contacts me?

Respond promptly to avoid delays in processing or shipping your medication.



## What if my medication requires prior authorization?

Your provider must submit the PA request. You can check the status by calling the number on your UHCSR ID card.



## What if I'm not available during the expected delivery time?

Optum Specialty Pharmacy will help schedule delivery days and times that work for you. Please share any preferences when confirming your shipment details.



## Who can help if I have questions?

Contact UHCSR Customer Service for support.

## Still have questions?

For general Customer Service questions: **1-800-767-0700** | [customerservice@uhcsr.com](mailto:customerservice@uhcsr.com)

For Optum Specialty Pharmacy questions (for specialty medications): **1-855-427-4682** (24/7 support)

\*Some medications for more complex conditions do not qualify for online ordering. Call 1-855-427-4682 and speak with a patient care coordinator to order those refills.

Optum Specialty Pharmacy is affiliated with Optum Rx, a pharmacy benefits manager. You may not be required to use Optum Specialty Pharmacy for your specialty medication. There may other pharmacies available in your network. Call the customer service number on your member ID card or visit your plan website and use the pharmacy locator to view listings. Your receipt of this communication is acknowledgment of the information provided. You may contact the customer service number on your member ID card for any questions or concerns.

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