



Accessing Dependent Information with Capital Rx and Optum Pharmacy

Capital Rx - Telephonic Expectations

Members < 17 years of age:

Parents/guardians can speak to Capital Rx representatives once they have validated themselves and the member.

All other callers (relative, spouse, friend, etc.) are not authorized to speak on the member's behalf unless approved as an authorized contact.

Members \geq 17 years of age:

Capital Rx representatives are authorized to speak to non-member callers only after having received verbal or written consent from the member.

Capital Rx - Digital Expectations

Members < 17 years of age:

Cardholder is able to view claims of their underage dependents (16 years and younger) within the portal.

To view other information, like Inbox messages or documents, they'd need to create separate accounts for these dependents.

Members \geq 17 years of age:

Cardholder does not have access to dependent's information within portal. Dependent requires separate account.

To establish a consent form on file with Capital Rx, visit <https://www.cap-rx.com/members#member-forms>. Scroll down and select 'Personal Health Disclosure Form'. You can also call Capital Rx and request a blank form be emailed or sent via USPS.

Capital Rx - Written Communication Expectations

All written communication sent to any dependent that is under age 17 will be addressed as: "Parent or Guardian of (dependent name)".

Optum Home Delivery & Optum Specialty Pharmacy - All Communication Expectations

Optum Pharmacy aligns with laws and regulations under the Children's Online Privacy Protection Rule ("COPPA")

For online management of any individual (cardholder, dependent) a **UNIQUE** online account must be created. So for dependents or minors, they would need their own email/log-in if a cardholder would like to manage their prescriptions online.

Alternatively, parents/guardians can manage dependents accounts via telephone.

Members < 13 years of age:

Parents/Guardians can speak to Optum directly regarding dependents under the age of 13.

Members \geq 13 years of age:

For dependents 13+, a consent form must be on file for parents/guardians to speak with an Optum Pharmacy agent on behalf of their dependent.

To establish a consent form on file with Optum Pharmacy, call the phone number on the back of the member ID card and follow the prompts for 'Medications Delivered to Home' or 'Specialty Pharmacy'. When speaking with an Optum Customer Care Agent, request an AOR form.

Once signed by the patient and loaded in the system by Optum, the parent or guardian can conduct on behalf of that patient.