



# What's New for Johns Hopkins University Pharmacy Benefits in 2024?

## Understanding the Continuation of Therapy Period

Most individuals will not be affected with the transition to Capital Rx. Capital Rx will work proactively to identify members who may be impacted by a copay increase, prior authorization requirement, or medication coverage change. Additionally, Capital Rx will obtain and load current member prior authorizations that are effective April 1, 2024 and beyond. If you're among the few who will experience changes to your prescription coverage, Capital Rx will be sending a communication out after April 1, 2024 with more information to make your change as smooth as possible. Rest assured, you'll get advance notice to allow you time to work with your health care provider to review and select alternatives or to submit a new prior authorization request for review. You will have until June 30, 2024 before the continuation of therapy period expires.

## Home Delivery and Specialty Pharmacy Options

You are able to receive mail order services through Optum Home Delivery.

You can manage your specialty medications at any of The Johns Hopkins Community Pharmacy or with Optum Specialty Pharmacy.

## Mail Order Open Prescription Transfer Support

Capital Rx will be working directly with Express Scripts to transfer eligible prescription(s) to Optum Pharmacy(ies).

This process does not include the transfer of expired prescriptions, controlled substances, or those with zero refills remaining.

## Specialty Medication Management with The Johns Hopkins Community Pharmacies

If you prefer The Johns Hopkins Community Pharmacies manages your specialty medication rather than Optum Specialty Pharmacy, please call **1-410-288-6000**.

## Getting Started with Optum Home Delivery & Optum Specialty Pharmacy

Please reach out to your prescriber and update your mail order and/or specialty pharmacy provider to Optum.

**Online:** Visit [jhu.quantum-health.com](https://jhu.quantum-health.com) to register or log in. You can complete your pharmacy profile to load a payment method and set your mailing address for medication delivery.

**Phone:** Call Quantum Health at **1-844-460-2801** to speak with a care coordinator. You can also ask your health care provider to send an electronic prescription to either pharmacy.

## Managing Refills or New Prescriptions with Optum Home Delivery

**E-prescribe(preferred):** Have your prescriber electronically send your prescription to Optum Home Delivery.

**Fax:** Have your prescriber fax your prescription to Optum Home Delivery. Faxed prescriptions may only be sent by a doctor's office and must include patient information.

**Online:** Login to [jhu.quantum-health.com](https://jhu.quantum-health.com) to place an order for available refills.

**Mail:** Mail your paper prescription to Optum Home Delivery at 6800 W 115th St. Suite 600, Overland Park, KS 66211-9838.

# Transitioning to Optum Pharmacy

## Frequently Asked Questions



**Question:** Will my current mail order or Specialty prescription(s) transfer to Optum Pharmacy with the transition to Capital Rx?

**Answer:** Yes. Capital Rx will work closely with your current, exclusive pharmacy provider to request a file of all eligible, open prescriptions. This is called an **open prescription transfer file** and it is sent to Optum Pharmacy securely. There are a few restrictions on what can be transferred automatically with this process.

**Question:** What kind of prescriptions are not eligible for transfer with the open prescription transfer file?

**Answer:** Prescriptions that fall under the following categories are not eligible for transfer with the open prescription transfer file.

- Expired Prescriptions
- Prescriptions for Controlled Substances
- Prescriptions with zero refills remaining
- Prescriptions that are brand new and have not been filled previously

**Question:** What if I have a prescription that is not eligible for transfer with the open prescription transfer file?

**Answer:** If you have a current prescription that is not eligible for transfer with the open prescription transfer file process, you will need to ask your healthcare provider to write a new prescription for set up with Optum Pharmacy.

**It is important that your healthcare provider(s) update your patient record(s) to reflect Optum Pharmacy as your preferred pharmacy for all future prescriptions!**

**Question:** How can my healthcare provider send my new prescription(s) to Optum Pharmacy?

**Answer:** New prescriptions can be sent to Optum Pharmacy through one of the following options:

- **E-prescribe (preferred):** Have your prescriber electronically send your prescription to Optum Home Delivery.
- **Fax:** Have your prescriber fax your prescription to Optum Home Delivery. Faxed prescriptions may only be sent by a doctor's office and must include patient information.
- **Mail:** Mail your paper prescription to Optum Home Delivery at: 6800 W 115th St., Suite 600, Overland Park, KS. 66211-9838.

**Question:** When setting up my online profile with Optum Pharmacy through my Quantum Health member portal, my account information seems outdated or is missing prescriptions I expect should be listed. How do I correct this?

**Answer:** There is the possibility that you have two account profiles on record with Optum Pharmacy. This can happen if you were previously with Optum Pharmacy under a different pharmacy benefit plan or your address provided to Optum Pharmacy with the open prescription transfer file process differs than what is on record.

To have this issue corrected quickly, simply call Quantum Health at **1-844-460-2801** to speak with a care coordinator.