

Optum Specialty Pharmacy Information

MEMBER FAQ



What is the contact information for Optum Specialty Pharmacy?

Website: You can easily manage your prescriptions and access digital resources by logging into the Capital Rx member portal at <https://app.cap-rx.com/login>.

Phone: Call the number for Capital Rx on the back of your ID card for assistance with your prescriptions, status, and enrollment. When calling, follow the prompts for 'Specialty Pharmacy'.

Customer Support hours of operation:

Optum® Specialty Pharmacy support is available 24 hours a day, 7 days a week.

How do I get started with Optum Specialty Pharmacy?

Please reach out to your health care provider and update your specialty pharmacy to Optum Specialty Pharmacy.

- **Online:** Go to the Capital Rx member portal at <https://app.cap-rx.com/login> to register or log in. Select 'Specialty Pharmacy'. Fill out the New Patient Form, and they will take it from there.
- **Phone:** Call Capital Rx Customer Care and follow the prompts for 'Specialty Pharmacy' or ask your doctor to send an electronic prescription to Optum Specialty Pharmacy.

Once you start the process by phone or online, a patient care coordinator may reach out for more information to finalize your account or set up your first order. They will also contact your provider for up-to-date prescriptions, if needed.

If your prescription requires a prior authorization, your prescriber may need to take extra steps to submit your prescription. To read more about prior authorizations, visit <https://cap-rx.com/members/> or call Capital Rx Customer Care.

Can I manage my specialty medications account online or through an app with Optum Specialty Pharmacy?

Yes. Please log in to the Capital Rx member portal to access your Optum Specialty Pharmacy profile. Here you can update your profile settings, manage your prescriptions, and more.

Do I need to coordinate with my doctor to ensure my refills are requested on time?

If you are new to Optum Specialty Pharmacy, follow the appropriate steps to get started and set up a patient profile. When it is time for your medication to be refilled, Optum Specialty Pharmacy will automatically work with your doctor to request new prescriptions or refills as needed.

If I received a letter stating Capital Rx will be working directly with my previous pharmacy to transfer my current prescription(s) to Optum Specialty Pharmacy, do I still need to follow up with Walmart to make sure all my prescription(s) transferred?

Yes. Please call Capital Rx and follow the prompts for 'Specialty Pharmacy'. A coordinator will help to confirm all your prescriptions were transferred. This excludes expired prescriptions or those with zero refills remaining.

What professionals may provide support with my Optum Specialty prescriptions?

Patient Care Coordinators, pharmacists and nurses are available to provide support throughout your Optum Specialty Pharmacy journey.

What specialty services and programs does Optum Specialty Pharmacy have to support my needs?

Optum Specialty Pharmacy offers education and support programs to help manage your condition including:

- **Secure Delivery** - Delivery to your home or address of your choice at no cost to you.
- **Supplies** - Therapy-related, ancillary medical supplies are provided at no additional cost to you.
- **24/7 Support** - Expert clinicians available 24/7 to answer questions and provide support.
- **Financial Assistance** - Help with finding financial aid like copay cards, grants, foundations, and manufacturer program discounts.
- **Virtual Visits** - Secure video chat with a clinician to review medication and storage guidelines, get injection training, and ask questions about your care — all from the privacy of your home.
- **Video Series** - Feel more connected to others with the same condition and learn more about your treatment through patient and clinician videos.
- **Digital Support** - Get refill reminders through text or email, and manage your account and medications online 24/7 on our secure patient website.
- **Centers of Excellence** - Additional resources and targeted support for select therapies through our Centers of Excellence.

Does Optum Specialty Pharmacy offer medication counseling?

Yes, expert clinicians are available 24/7 to answer questions and provide support and medication counseling.

Is Optum Specialty Pharmacy the same as Optum Home Delivery?

No, these are two separate pharmacies.

How much is shipping?

Optum Specialty Pharmacy ships your medications and necessary supplies to your preferred location at no cost to you.

Can I track my order online?

You can manage your prescriptions in the Capital Rx member portal. Please log in to view your medications, track shipments, and more. You can also sign up for text message or email updates with a patient care coordinator.

What should I do if Optum Specialty Pharmacy does not dispense my specific medication?

Please contact Capital Rx Customer Care by dialing the number on the back of your ID card and following the prompts for 'Specialty Medications'. A customer care agent will provide support with finding access to your medications.

Who can provide customer support assistance with my pharmacy benefits?

If you have questions, Capital Rx is always happy to assist! We are available 24 hours a day, 7 days a week to support your pharmacy questions.



All Optum® trademarks are owned by Optum, Inc. in the U.S. and other jurisdictions. All other brand or product names are trademarks or registered marks of their respective owners.