

When it comes to prescription medication, you want to feel confident and in control. This guide will give you information so you can make the most of your Lumen prescription drug benefits by understanding the best way to get your prescription medication at the best price and in the most convenient way.

How much will my medications cost?

New in 2022! The Lumen pharmacy benefit will be tiered, giving you more control over how much you pay for prescription medications. Prescription drug tiers indicate the coinsurance you'll pay to fill a prescription. Visit myuhc.com to view the Prescription Drug List (PDL), see what tier your medication falls under and estimate cost. Please note that generic medications typically cost less than brand-name medications.

After you've met your deductible, you'll pay the following coinsurance based on tier:

Tier 1 15% coinsurance

Medications that provide the highest overall value. Mostly generic drugs though some brand-name drugs may be included.

Tier 2 20% coinsurance

Medications that provide good overall value. A mix of brand-name drugs.

Tier 3 30% coinsurance

Medications that provide low overall value. Mostly brand-name drugs, as well as some generics.

Tier 4 40% coinsurance

Medications that provide the lowest overall value. Mostly brand-name drugs and non-preferred products.



If you're enrolled in the HDHP, some preventive medications are covered at the tier coinsurance without having to meet your deductible. [Click here](#) for more information.

Have more questions? We can help!

Log on to myuhc.com or call the Well Connected Health Advocate team at **800-842-1219** to:

- Refill your prescription
- Transfer or renew medication
- View your order status
- Sign up for text reminders to take or refill your medications
- Sign up for Hassle Free fill
- And more.



Bind health plan members:

Visit mybind.com for information about your prescription drug coverage and to estimate costs.



What's the best way to fill my prescriptions?

Your Lumen prescription drug benefits include 3 types of medications. It's important to know what type of medication you need, so you can determine where and how to get your prescriptions filled.

1 Non-maintenance medications

Medications prescribed for short-term conditions, like seasonal allergies or ear infections*.

Length of prescription fill:

Up to 30 days, no refills

Where to fill:

Retail pharmacy (example: grocery store or local drug store pharmacies)

Refilling a prescription:

Non-maintenance medications do not have refills. If you think you need additional medications, your doctor will need to write a new prescription.

Filling a NEW prescription:

Ask your provider to call in your prescription or take it to a local network retail pharmacy.



Where's the nearest network pharmacy?

Log on to myuhc.com or use the **UnitedHealthcare app** to find a network pharmacy near you.

*For example only. Not an extensive list of conditions commonly treated with these medications.

2 Maintenance medications

Maintenance medications are prescribed for chronic, long-term conditions, like diabetes or birth control, and taken on a regular, recurring basis.

Length of prescription fill:

Up to 90 days, with up to 3 refills

Where to fill:

The Lumen prescription drug plan requires maintenance medications to be provided through OptumRx® Home Delivery Pharmacy. You cannot use a retail pharmacy or any other mail order pharmacy services for maintenance medications.

Note: Mandatory Mail does not apply to the Bind plan option, but Bind plan members can use Mail Order.

Refilling a prescription:

Use 1 of the 3 convenient options:

- Log in to myuhc.com or the **UnitedHealthcare app** to place your refill order.
- Call the customer service number on the back of your health plan ID card.
- Complete the reorder form included with each medication shipment and submit it to OptumRx for processing.

Filling a NEW prescription:

You'll need both the following from your doctor:

- One 30-day prescription with up to 1 refill that you can fill at any network retail pharmacy. The Lumen pharmacy benefit requires that after these 2 retail fills, you must switch to Home Delivery for refilling.

AND

- One 90-day prescription with up to 3 refills for OptumRx Home Delivery. **It's important to set up your new prescription with OptumRx Home Delivery as soon as possible.** It takes approximately 10 days for your new 90-day prescription to be filled and delivered to your door by OptumRx.

There are 2 options for setting up Home Delivery:

1. Use ePrescribe. Ask your provider to send the electronic prescription to OptumRx. Your provider can also fax in the order, if needed.
2. Log in to myuhc.com or the **UnitedHealthcare app** to submit the new prescription online. You will need to have the written prescription from your doctor to complete your setup.



Manufacturer coupons and manufacturer copay cards are accepted with Home Delivery and specialty medications.

If you pay for your maintenance medications outside of the plan using coupons or copay cards, you can submit a **Member Reimbursement Claim Form** for coverage review. If covered, the amount allowed* will apply to your deductible and out-of-pocket costs.



Opt in to receive refill reminders

When you register on myuhc.com or use the **UnitedHealthcare app**, you can opt in to receive email reminders when it is time to refill your prescriptions.

*Cost-share amounts paid by a drug copay card or coupon do not count toward your deductible or out-of-pocket maximum. Drug copay cards and coupon amounts still may be used to help cover your cost share for your medications filled through Optum Specialty Services or through Home Delivery; however, only the money you pay out of pocket will apply to your deductible and out-of-pocket total. You can review your deductible and out-of-pocket amounts online anytime by logging in to myuhc.com or the **UnitedHealthcare app**.

3 Specialty medications

Specialty medications are those that may be injected, inhaled or taken by mouth to treat complex, long-term conditions, such as cancer, multiple sclerosis or HIV. These medications often require additional care, unique handling (i.e., storage and shipping) and special support to ensure proper use and prescription dispensing. They may not be available at retail pharmacies.

Length of prescription fill:

Up to 30 days per fill

Where to fill:

The Lumen prescription drug plan requires specialty medications to be provided via Mandatory Mail Order through Optum® Specialty Services Pharmacy. You cannot use a retail pharmacy or any other mail order pharmacy for specialty medications.

Refilling a prescription:

Your Optum Specialty Services specialist will discuss your options when setting up your prescription.

Filling a NEW prescription:

Call **Optum Specialty Services** at **855-427-4682** to get started. They will contact your provider for you to get your specialty medication prescription transferred and filled. You will receive only a 30-day supply per specialty medication fill.

Getting to know your Prescription Drug List (PDL) and special requirements

The Prescription Drug List (PDL) contains the most commonly prescribed medications on your pharmacy plan. Medications are listed by common categories or tiers that represent the cost you pay. This makes it easier for you and your doctor to find options to help you save money. The PDL also provides valuable information on topics such as prior authorization (PA), step therapy (ST) and quantity limits (QL), to help you understand your pharmacy benefits.



Special handling requirements?

If there are any special handling requirements for your medication, your Optum Specialty Services specialist will talk to you about this when setting up your prescription.