

Lumen Prescription Drug Benefits Guide

For UnitedHealthcare health plan members

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?

The Lumen pharmacy benefit is tiered, giving you more control over how much you pay for prescription medications. Prescription drug tiers indicate the amount 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. The PDL also provides valuable information on clinical programs applying to some medications such as prior authorization (PA), step therapy (ST), quantity limits (QL), and plan exclusions, which might require more information regarding your script from your physician for coverage.

You'll pay the following amount based on tier:

	Tier 1	Tier 2	Tier 3	Tier 4
	Medications that provide the highest overall value. Mostly generic drugs though some brand-name drugs may be included.	Medications that provide good overall value. A mix of brand-name drugs.	Medications that provide low overall value. Mostly brand-name drugs as well as some generics.	Medications that provide the lowest overall value. Mostly brand-name drugs as well as some non-preferred products.
CDHP and HDHP Plans (retail, mail, and Specialty)	Deductible then 15% coinsurance	Deductible then 20% coinsurance	Deductible then 30% coinsurance	Deductible then 40% coinsurance
Doctors Plan (retail and Specialty; mail is 2.5X copay shown)	\$10 copay	\$25 copay	\$100 copay	\$400 copay

Have more questions? We can help!

Sign in at myuhc.com or call the Well Connected Health Advocate team at **844-583-9544** 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



Prescription Drug Program

If you're enrolled in the HDHP, some preventive medications are covered at the tier coinsurance without having to meet your deductible. For more information, refer to the [Prescription Drug Program](#) page on the intranet.

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 31 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?

Sign in at 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 are taken on a regular, recurring basis.

Length of prescription fill:

Up to 90 days, with up to 3 refills

Where to fill:

The Lumen CDHP and HDHP prescription drug plans require maintenance medications to be provided through Optum Rx® Home Delivery Pharmacy. You cannot use a retail pharmacy or any other mail-order pharmacy services for maintenance medications.

Refilling a prescription:

Use 1 of the 3 convenient options:

- Sign in at 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 Optum Rx for processing.

The Doctors plan does not require the use of Optum Rx Home Delivery for maintenance medications. You can save money by using Home Delivery for maintenance medications but with the Doctors plan you can continue to fill for a month's supply each month at the retail setting and pay the appropriate retail copay.

*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 signing in at myuhc.com or the **UnitedHealthcare app**.

Filling a NEW prescription:

You'll need both the following from your doctor:

- One 31-day prescription with up to 1 refill that you can fill at any network retail pharmacy. The Lumen CDHP and HDHP 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 Optum Rx Home Delivery. **It's important to set up your new prescription with Optum Rx 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 Optum Rx.

There are 2 options for setting up Home Delivery:

1. Use ePrescribe. Ask your provider to send the electronic prescription to Optum Rx. Your provider can also fax in the order, if needed.
2. Sign in at 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 claim form for coverage review. If covered, the amount allowed* will apply to your deductible and out-of-pocket costs. The Member Reimbursement Claim Form can be found on the Prescription Drug Program page on the Intranet.



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.



Optum Rx payment options

Pay using a credit card or health savings account (HSA) card. You can also request to pay for your medication in 30-day installments (all payments must be made prior to shipment).

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 inflammatory conditions. 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 31 days per fill

Where to fill:

The Lumen prescription drug plans require specialty medications to be provided via Mandatory Mail Order through Optum® Specialty 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 31-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), quantity limits (QL), and plan exclusions to help you understand your pharmacy benefits. To learn more, view the [HDHP/CDHP PDL](#) or [Doctors plan PDL](#).



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.