

Updates to Your Pharmacy Plan

Augustana College has partnered with a company called RxBenefits to improve customer service for our prescription drug benefits. RxBenefits has expertise in helping participants navigate through issues related to purchasing prescription medicine. They also have been able to provide some discounts to our plan which allows the company to continue to provide excellent benefits for you and your family.

What does this mean to you?

- ☐ As of **September 1, 2017**, your pharmacy benefits will be provided by OptumRx, administered by RxBenefits.
- ☐ Every company has different formularies and updates its formulary each quarter, which means you could see your medication change tier or coverage status. Please discuss your options with your physician to find the appropriate medication that is cost effective for you.
- ☐ Updated ID cards will be sent to you by **UMR**. Please be sure to begin using your updated card on or after **September 1, 2017**.
- ☐ Please begin using the new card **September 1, 2017**. If you try to use your old card on or after **September 1, 2017** you will not be able to access your prescription drug benefits.
- ☐ You can reach **RxAssure** (*RxBenefits' Customer Service*) at **1-800-334-8134**, Monday through Friday 7:00 AM to 6:00 PM CST, starting **September 1, 2017**. This number will also appear on your new ID card. If you have any questions about your new ID card or any of your prescription drug benefits, please contact RxBenefits and they will be happy to assist you.
- ☐ If you have used your Mail Order benefit, you will need to obtain a new prescription and submit it to the OptumRx Mail Order facility with a completed Mail Order Request form, please make sure you have at least a two-week supply on hand. You can locate a mail order form by visiting www.optumrx.com/mycatamaran or by calling 1-800-881-1966.
- ☐ If your medication requires a Prior Authorization, you will need to have your doctor resubmit the authorization to OptumRx in order to continue filling your medication after **September 1, 2017**.
- ☐ **RxAssure** (*RxBenefits' Customer Service*) is available to assist you if you need help setting up your mail order account or working with your physician to send your prescription to the Optum Rx mail order facility.

If you have any questions, contact **RxAssure** (*RxBenefits' Customer Service*) at **1.800.334.8134** between 7 a.m. and 6 p.m. CST Monday through Friday for assistance.