Optum Rx®

UNE UNIVERSITY OF NEW ENGLAND
INNOVATION FOR A HEALTHIER PLANET

Frequently asked questions about transitioning to Optum Rx

Your pharmacy benefit is changing — and we're here to help.

University of New England is changing pharmacy benefit managers, and starting January 1, 2027, Optum Rx will manage your prescription drug benefits.

Do I need to do anything right now?

- Most members do not need to take immediate action. If you do need to take any steps based on your specific medications or coverage, we'll let you know. After January 1, 2027**,** we recommend checking your medications online prior to your next refill.
- This FAQ will help you during your transition. It explains what to expect, what stays the same, and where to go if you have questions.

Things to know before your plan goes live on January 1, 2027:

Will I still be able to get my medication?

- Most members can keep their current medications.You can confirm your medication and pharmacy at welcome.optumrx.com/premium.
- If a medication requires prior authorization or an alternative, your prescriber can work with Optum Rx to support the process.

What is a prior authorization (PA) and what do I need to know?

Some medications need review and approval before you receive them. This is a normal step to make sure the medication is safe and right for you.

What you (may) need to know and do now:

- In most cases, you don't need to do anything before your coverage starts. If a medication requires prior authorization, your prescriber can start the request once your plan is effective.
- If you currently have a prior authorization and it is not expiring prior to January 1, 2027, it should transfer automatically.

What do you need to do after your coverage starts on January 1, 2027:

If your prior authorization doesn't transfer as expected, has expired, or you need a new one, you or your prescriber can initiate the process with Optum Rx.

- Reviews typically begin within 24 hours. Your prescriber can submit requests electronically, and Optum Rx helps coordinate the process.
- You can sign-in to optumrx.com to check the status of your prior authorization at any time.

Our goal is to help you continue your medication without interruption.



What is a formulary?

A formulary is a list of medications your plan covers. It includes safe, effective options and often highlights lower cost choices. Formularies are reviewed and updated regularly based on current medical guidance.

What's the difference between generic and brand drugs?

- **Generic drugs** have the same active ingredients as brand name drugs and work the same way but usually cost less. They're FDA approved for safety and effectiveness.
- **Preferred brand drugs** are brand name medications covered at a lower cost than other brands.
- **Non preferred brand drugs** are covered but usually cost more because lower cost alternatives may be available.

What you pay for medications depends on your plan design, formulary, medication type, and deductible (if applicable). You can confirm your medication and pharmacy at welcome.optumrx.com/premium.



Will I get a new pharmacy ID card?

Yes, you'll receive a combined medical and pharmacy card from your health plan.
Please share your new ID card with your pharmacy so your medications are processed correctly.



Online access

Once you receive your member ID card from your health plan and your plan is active, you can create an account. Registration takes just a few minutes.

To register:

1. Go to optumrx.com/register or download the Optum Rx app.
2. Select Register to create a HealthSafeID (or sign-in if you already have one).
3. Follow the prompts to finish setting up your account.
   - Need extra help? Watch the registration video at optumrx.com/register.
   - If you already have a HealthSafeID, use your current credentials to log-in.
   - If you've changed employers or plans, you won't see claims from your previous plan, but your new plan will still be linked to your account.

After January 1, 2027, you can:

- View coverage and benefits
- Locate a pharmacy
- Check the status of a prior authorization
- View claim details
- Set communication preferences
- Explore the information center
- Use the Optum Rx app



Specialty pharmacy

What are specialty medications?

Specialty medications are often used to treat complex or chronic conditions such as cancer, multiple sclerosis, and rheumatoid arthritis. Because they may require special handling, monitoring, or pharmacy support, these medications are typically managed differently than standard prescriptions.

Ready to learn more?

You can scan this code with your phone's camera and tap the website link, or visit welcome.optumrx.com/premium

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