

## Welcome to the Capital Rx family!

Capital Rx is an innovative pharmacy benefit manager or PBM. Our role is to oversee your prescription benefit plan. We work hard every day to ensure your prescription drug plan is cost-effective but in line with our mission: your health.



### What is a PBM?

A PBM is a pharmacy benefit manager. We process prescription drug claims on behalf of you and your employer or health plan. Capital Rx works directly with pharmacy providers and drug companies to offer this service. We strive to provide the right balance of drug access and cost savings as part of your plan.

### Transitioning Made Easy!

We are working closely with your employer and current providers to make the move to Capital Rx smooth. We strive to deliver the best service and resources needed to help you and your family make better health care choices each day.



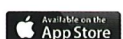
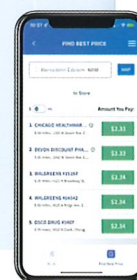
You will receive the same services you are familiar with today. However, Capital Rx will continue to enhance your member experience to best suit your needs.



Once active with Capital Rx, customer care experts are available 24/7 to support you. You can reach us by dialing the number listed on the back of your ID card.

We maintain relationships with +60,000 pharmacies throughout the U.S.

Once active with Capital Rx, view and manage your pharmacy benefits with our app.



To learn more about Capital Rx, visit [cap-rx.com](https://cap-rx.com).



# Welcome to Your Prescription Benefit Program



When it comes to your health, Capital Rx is with you every step of the way. Our top-tier services and resources are available to help you make the most informed decisions for you and your family.



## Remember to Use Your Member ID Card at Retail Pharmacies

Don't forget to present your member ID card along with your prescription to one of our 60,000+ retail pharmacies.



## Save time with Optum Home Delivery

If you are prescribed a 90-day prescription for maintenance medications, you can save time with mail service.

### Getting started with Optum Home Delivery

Please reach out to your prescriber and update your mail order pharmacy provider as Optum Home Delivery.

**Online:** Go to the Capital Rx Member Portal at <https://app.cap-rx.com/login> to register or log in. Select 'home delivery' to confirm your profile settings.

**Phone:** Call Capital Rx and follow the prompts for 'medications delivered to your home'. A care coordinator will assist with completing your profile settings.

### Managing New Prescriptions and Refill Requests

Choose one of the following options to request refills of current prescriptions or to send new prescriptions to Optum Home Delivery.

**E-prescribe (preferred):** Have your prescriber electronically send your prescription to **Optum Home Delivery**.

**Fax:** Have your prescriber fax your prescription to **Optum Home Delivery**. Faxed prescriptions may only be sent by a doctor's office and must include patient information.

**Online (refills only):** Login to the Capital Rx member portal to place an order for available refills.

**Mail:** Mail your paper prescription to Optum Home Delivery at 6800 W 115th St. Suite 600, Overland Park, KS 66211-9838.

**Home delivery customer support is 24 hours a day, 7 days a week.**



## Understanding Prior Authorization, Step Therapy, and Quantity Limit

In order to ensure safe and appropriate use of certain medications, your prescription benefit program may have prior authorization, step therapy, and/or quantity limits for certain medications.

- **Prior authorization** requires you and your physician to obtain approval from Capital Rx prior to medication being dispensed.
- **Step therapy** is when your prescription benefit requires you to try another medication (usually a generic) prior to starting the medication your physician prescribed (usually a brand).
- **Quantity limits** only allow you to receive up to a maximum dosage or quantity for certain medications, based on clinically-approved prescribing guidelines.

Call Customer Care to determine if your medication(s) are subject to prior authorization, step therapy, and/or quantity limit requirements.



## Once you get a new prescription for your specialty medication, you can:

**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 we 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.

A patient care coordinator may reach out for more information to finalize your account or set up your first order. We will also contact your provider for an up-to-date prescription, if needed.



Capital Rx Customer Care is available 24 hours a day, 7 days a week. Please dial the toll-free number on your ID card.

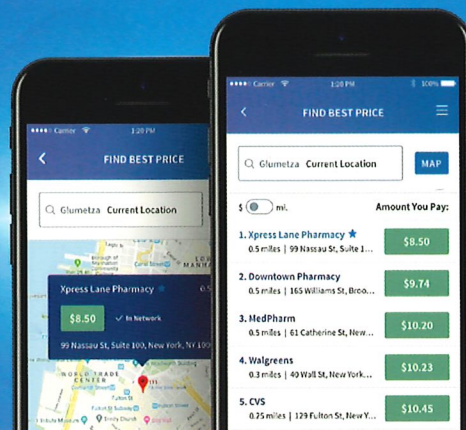
**Log into the Capital Rx Member Portal to manage your benefits and access all digital tools available!**





Our digital app has all of the information you would expect with added features!

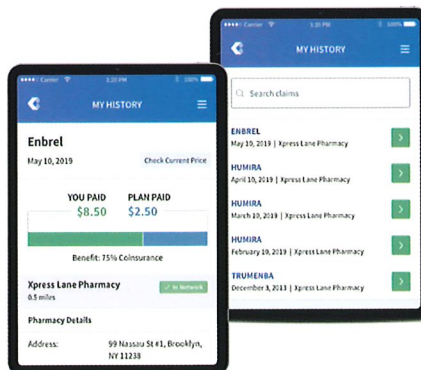
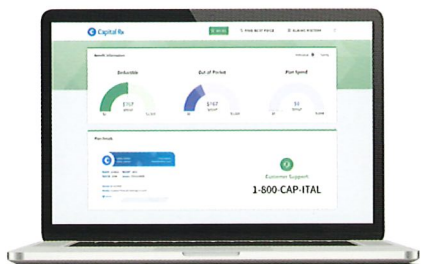
Our suite of digital tools are integrated with Optum Home Delivery and Specialty Pharmacy. There is no need to create two accounts - you can manage your medications through the Capital Rx member portal.



Search "Capital Rx" to download on the app store.



SCAN HERE TODAY TO DOWNLOAD THE CAPITAL RX APP



Find low cost drugs at a pharmacy near you



Find a pharmacy



View your claims history



Download a digital pharmacy ID card



View which drugs are covered under your plan



Track how much money you have paid towards your out-of-pocket obligations



View or download member documents and plan forms



Access and manage your pharmacy profile



Order refills and check the status of prescriptions

## HOW TO REGISTER:

1. Visit <https://app.cap-rx.com/register>
2. Fill in your personal information and click **VALIDATE**
3. Complete credentials form and click **CREATE ACCOUNT**
4. Check your email and locate the verification code sent from Capital Rx
5. Enter the code provided to validate your email address

**Registration is complete!** You can now login using the credentials established during registration!



# Free Blood Glucose Meter Program

## Contour Next Test Strips are Preferred

As part of our program, you are eligible for a **FREE** blood glucose meter!

At Capital Rx, your health is our priority. We understand the challenges of living with diabetes, and how critical it is to keep your blood sugar within your target range to lower your risk of complications. It is important to check your blood sugar levels regularly as directed by your physician. We also recommend scheduling regular eye exams and A1c blood test.

**Questions?** The Capital Rx Member Help Desk is available 24 hours a day, 7 days a week at the phone number on the back of your member ID card.



### ACT NOW!

### FREE<sup>†</sup> CONTOUR<sup>®</sup>NEXT portfolio meter

Visit your local pharmacy to get your free meter today!

This coupon is part of the Ascensia Diabetes Care Free Meter Program. This coupon must be accompanied by a prescription. If none on file, please contact the physician. Please dispense one CONTOUR<sup>®</sup>NEXT GEN or CONTOUR<sup>®</sup>NEXT EZ meter at no charge to the patient. Transmit the claim on-line to RxSolutions. This coupon is valid for one fill only, and refills will not be authorized. Processor requires Valid Prescriber ID#, Patient Name, and DOB to adjudicate claim. Please remove the ID# from the patient profile after claim is processed. For assistance in filing this claim, please call the Help Desk at 1-855-282-4888.

**LIMITATIONS & RESTRICTIONS.** This coupon is being provided to you by Ascensia Diabetes Care for one free CONTOUR<sup>®</sup>NEXT GEN or CONTOUR<sup>®</sup>NEXT EZ meter. This coupon should be taken to your local pharmacy where you will receive a meter without charge. Ascensia Diabetes Care reserves the right to change or terminate this program at any time without notice. Claim for product dispensed pursuant to this card shall be submitted to RxSolutions ONLY for reimbursement and cannot be submitted for reimbursement by federal or state insurance programs, such as Medicare, Medicaid or any 3rd Party payer for reimbursement. Limit one meter per person. Void where prohibited.

<b>RxBin #</b>	018844
<b>PCN #</b>	3F
<b>Group #</b>	MGDCARE
<b>ID #</b>	CNMC7246982
<b>Exp. Date</b>	3/31/2025

### GET IT BY MAIL

### FREE<sup>†</sup> CONTOUR<sup>®</sup>NEXT portfolio meter

Call 1-800-401-8440 and mention ID Code BDC-CBC for your free<sup>†</sup> meter!

Offer valid for qualified patients with diabetes and subject to availability. Limitations and restrictions apply. While supplies last. Void where prohibited. This offer must be accompanied by a prescription. Ascensia Diabetes Care reserves the right to change or terminate this program at any time without notice. Products provided as a free sample may not be resold or submitted to any federal/state insurance or 3rd Party payer for reimbursement. Limit one meter per person.

\*97.8% of glucose results were within 10mg/dl or 10% compared to accuracy results.

References: 1. CONTOUR<sup>®</sup>NEXT GEN BGMS User Guide, Rev 9/20. 2. Smartson slides Worksheet Report 1 and 2 (Translated to English) (v0.2) - 92% of users think it is quicker and easier to interpret readings using smartLIGHT (p.4).

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# 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>. Click on 'Specialty' at the bottom of the 'My Rx Dashboard' to access Optum Specialty Pharmacy.

**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.

### Getting Started with Optum Specialty Pharmacy

#### How do I get started with Optum Specialty Pharmacy?

Please reach out to your healthcare provider and update your specialty provider to Optum Specialty Pharmacy.

- **Online:** Go to the Capital Rx member portal at <https://app.cap-rx.com> to register or log in. Select 'Specialty Pharmacy'. Fill out the New Patient Form, and we will take it from there.
- **Phone:** Call Capital Rx Customer Care and follow the prompts for 'Specialty Pharmacy' or ask your healthcare provider 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 profile. Here you can update your profile settings, manage your prescriptions, and more.

## Do I need to coordinate with my healthcare provider 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 healthcare provider to request new prescriptions or refills as needed.

## 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 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. Highly trained pharmacists and nurses are available to answer any questions.

## Is Optum Specialty Pharmacy the same as Optum Home Delivery?

No, these are two separate pharmacies.



## **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.

## **Shipping Information**

### **How much is shipping?**

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

## **Order Tracking**

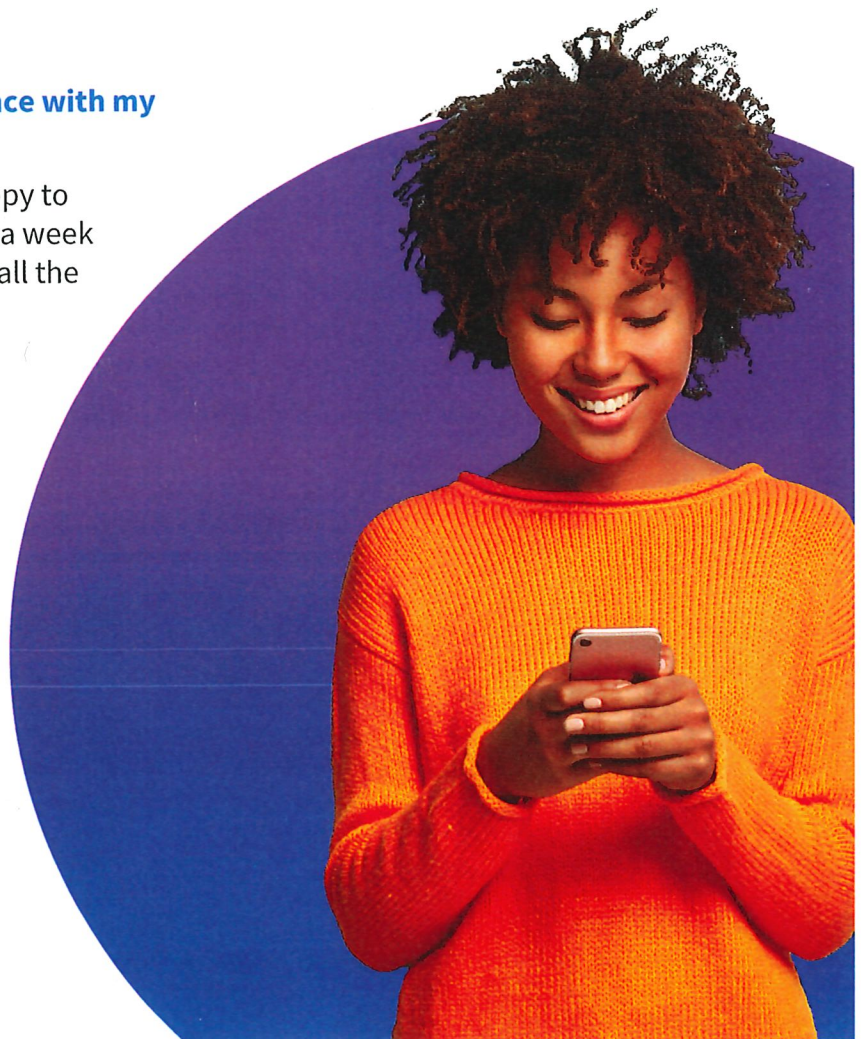
### **Can I track my order online?**

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.

## **Additional Support**

### **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. Please call the number located on your ID card to reach your dedicated Customer Care team.





# Optum Home Delivery Information

## MEMBER FAQ



### What is the contact information for Optum Home Delivery 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>. Click on 'Home Delivery' at the bottom of the 'My Rx Dashboard' to access Optum Home Delivery.

**Phone:** Call the number on the back of your ID card for assistance with your prescriptions, order status, and enrollment. When calling, follow the prompts for 'medications delivered to your home'.

#### **Customer Support hours of operation:**

Optum® Home Delivery support is available 24 hours a day, 7 days a week.

### Getting started with Optum Home Delivery

#### **I want to have medications delivered to my home. How do I get set up with Optum Home Delivery Pharmacy?**

You may set up a profile account online or by phone.

- **Online:** Go to the Capital Rx member portal at <https://app.cap-rx.com> to register or log in. Select 'Home Delivery' to confirm your profile settings.
- **Phone:** Call the number on the back of your ID card. Follow the prompts for 'medications delivered to your home'. A coordinator will assist with completing your profile settings.

#### **Is there an online option to set up my prescription mail order profile and completing refill requests?**

Yes. Please log in to the Capital Rx member portal to access your Optum Home Delivery profile. Here you can update your profile settings, manage your prescriptions, view order status, and more.



## My pharmacy has changed to Optum Home Delivery, should I tell my prescriber?

Yes. Please inform your healthcare provider that your pharmacy has changed to Optum Home Delivery. Prescriptions can be submitted through one of the following options:

- **E-prescribe (preferred):** Have your healthcare provider fax your prescription to Optum Home Delivery.
- **Fax:** Have your healthcare provider fax your prescription to Optum Home Delivery. Faxed prescriptions may only be sent by a doctor's office and must include patient information.
- **Online (refills only):** Log in to the Capital Rx member portal to place an order for available refills.
- **Mail:** Mail your paper prescription to Optum Home Delivery at: 6800 W 115th St., Suite 600, Overland Park, KS. 66211-9838.

## What professionals may provide support with my Optum Home Delivery prescriptions?

Optum Home Delivery customer service team and pharmacists are available to provide support for you on your Optum Home Delivery journey.

## Will I receive automated outreach from Optum Home Delivery when choosing to have my prescriptions delivered by mail?

Yes, you will receive automated outreach from Optum Home Delivery. The pharmacy will send refill reminders and order status updates via phone call. If you prefer not to receive phone calls, you may adjust your communication preferences by calling the number on the back of your ID card and following the prompts for 'medications delivered to your home'.

## What should I do if Optum Home Delivery does not dispense my specific medication?

Contact Capital Rx by dialing the number on the back of your ID card. Follow the prompts for 'medications delivered to your home'. A customer care agent will provide support with finding access to your medications.

## Flexible Payment Program

### What are my payment options?

Optum Home Delivery has flexible payment options to help you pay for your long-term prescriptions that allow you to split your cost into three equal monthly payments.

### How does the flexible payment option work?

Each time you order with Optum Home Delivery, choose the flexible payment option at checkout so you can make 3 monthly payments. You will receive your whole 3-month medication order after your first payment. Optum Home Delivery will let you know before they automatically charge your second and third payments to the card on file. You need to be registered and have an online account to be able to select this option at checkout. Log into the Capital Rx member portal at <https://app.cap-rx.com>. Click on 'Home Delivery' at the bottom of the 'My Rx Dashboard' to access Optum Home Delivery.



## Shipping Information

### Who does Optum Home Delivery use for delivery service?

Most orders ship USPS and cold orders ship USPS next day. Controlled medications ship USPS with an adult (18 years or older) signature. UPS is also used in certain instances around 2% of the time.

### How long does it take to receive a new prescription?

Prescriptions are usually sent via U.S. First Class Mail and will arrive within 7 business days. Some medications require special handling and are delivered more quickly. For medications that do not require special handling, you can request expedited shipping for an additional fee:

- **New prescriptions:** If your health care provider calls in the prescription directly and prior authorization or other information is not required, you can expect to receive your order within 5 business days from the time of receipt.
- **Controlled substances:** Optum Home Delivery ships all controlled substances USPS Priority with an adult (18 years or older) signature required.
- **Hazardous or regulated items:** Some prescription medications, including aerosol inhalers, cannot ship by air because they could interfere with flight safety. These orders must ship via ground delivery in the 48 contiguous states and cannot be shipped to Alaska, Hawaii, or destinations outside the U.S..
- **Special prescription deliveries:** If your order contains refrigerated medications, Optum Home Delivery will ship them overnight. These orders will be packaged with a cold gel pack and can be shipped to all addresses except APO/FPOs and PO Boxes. This is to guarantee medications remain at the proper temperature. There is no additional cost for expedited delivery services.

### How much does shipping cost?

Various shipping policies and exceptions may also apply to your order, depending on the items ordered. Standard delivery (5-7 business days) is free of charge. Overnight delivery is \$20. Delivery methods and rates are subject to change. Due to federal regulations, Optum Home Delivery can ship standard medications to addresses within the U.S. and some U.S. territories. Some medications are not eligible for home delivery.

## Order Tracking

### Can I track my order online?

You can manage your prescription in the Capital Rx member portal. Please log in to track orders, set up text, select flexible payment options, or sign up for automatic refills and more.



## Additional Support

### Who can provide customer support assistance with my pharmacy benefit?

Capital Rx is always happy to help! We are available 24 hours a day, 7 days a week to provide support with your pharmacy questions. Please call the number located on your ID card to reach your dedicated Customer Care team.

1. Optum Home Delivery provides this service at no additional cost. Standard message and data rates apply.
2. You will need a credit card on file for automatic refills if you owe a copay. Optum Home Delivery can accept credit card or check payments for all other orders. If your medication is already enrolled in the auto refill program, you do not need to re-enroll.

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