



# Memorandum

To: Providers and Office Managers

From: Anne Freese, PharmD  
Director of Pharmacy

Re: **Transition of Pharmacy Benefit Manager to OptumRx**

Date: May 10, 2017

Gold Coast Health Plan (GCHP) has contracted with OptumRx (ORx) to be the Pharmacy Benefit Manager (PBM), effective June 1.

The GCHP Pharmacy Department and ORx have been working closely for the past five months to design a smooth transition. GCHP members will have no change in benefits and all efforts have been made to limit member disruption in the pharmacy network, system coding of the formulary, and existing authorized treatment regimens. However, as with any transition, there is likely to be some member impact simply due to the change in the systems.

As a contracted provider, you may reach out to the current PBM to assist with obtaining prior authorizations, overrides, or handle other pharmacy-related issues. Additionally, members may reach out to you with questions or issues during the first few weeks of the transition. In order to assist you with member questions and to obtain authorizations, below is information regarding the new PBM, ORx, and the transition that will take place.

## **1. Historical Information – Claims and Prior Authorizations**

ORx will have received a historical claim file for dates of services June 1, 2016 to May 31, 2017 and received a list of all active prior authorizations at the time of transition.

## **2. Specialty Pharmacy Transition**

ORx's BrivoRx Pharmacy will be the specialty pharmacy for all members as of June 1, 2017. A specialty pharmacy refill transfer file has been obtained and all active specialty prescriptions will be transferred to BrivoRx as of June 1, 2017. Members who used to call Script Care to have their specialty medications shipped to them are to call BrivoRx at 1-855-427-4682 TTY 711. Additionally, in May, BrivoRx will be reaching out to all members with specialty medications to proactively enroll all them and prepare their next shipment of medications.

### **3. Mail Order Pharmacy Transition**

Optum Home Delivery will be available to members who previously had access to mail order. All mail order prescriptions are limited to 30-day supplies. Few members currently use the mail order service. New prescriptions will be needed for all mail order medications. Members should call 1-855-297-2870 TTY 711 to enroll and have their prescription transferred to Optum Home Delivery. Due to the limited utilization, there was no transfer file provided for mail order medications.

### **4. Transition/Grandfathering Programming**

GCHP has a general transition/grandfather process for new members. However, for the transition to ORx, a special process has been implemented. If a member had a paid claim for any drug that would otherwise reject with ORx within the past 90 days, the claim will pay for a total of 60 days. Additionally, any claims paid through this special transition process will be identified and either a member-specific exception will be made, the prescriber will be contacted, or the drug will be programmed as a formulary drug (non-restricted) for all members.

### **5. Pharmacy Help Desk**

For any questions or assistance with pharmacy process, you may call the ORx Pharmacy Help Desk at 1-855-297-2870.

### **6. Prior Authorization Process**

Generally, the prior authorization process is the same. All authorizations must be handled within 24 hours and the prescribing provider must submit a statement to ORx for it to be reviewed. Pharmacies and providers may reach the Prior Authorization Department at 1-855-297-2870.

### **7. Website and Available Information**

The GCHP website will be updated with plan information and links to member and provider portals on OptumRx.com. From the provider portal, a provider will be able to access plan-specific formulary information, prior authorization information and be able to initiate prior authorization requests.

### **8. Pharmacy Network Changes**

ORx is working to provide 100% overlap of all network pharmacies. Any pharmacies that will no longer be participating in the GCHP network will be communicated to providers via an additional Provider Update and to members via a letter.

[Click here](#) to access a ID card sample letter sent to members.

[Click here](#) to access PBM transition FAQs.

If you have any further questions regarding this communication, please contact the GCHP Pharmacy Department at [pharmacy@goldchp.org](mailto:pharmacy@goldchp.org).