



# Pharmacy Benefits



MedalistRx™ has pursued personal service, cost-saving techniques, and technical advances to create a Pharmacy Benefit Management (PBM) that puts the member's needs at the center of everything we do. The results are fantastic!

MedalistRx™ warmly welcomes our friends at Detego Health to our growing and happy family. We are pleased to be able to serve you and look forward to a long relationship.



## Our Specialists Can Help You

- ✓ Find A Pharmacy
- ✓ Understand Your Coverage
- ✓ Determine Your Copay
- ✓ Help You Enroll In Mail Order
- ✓ Assist With Overrides And The Prior Authorization Process
- ✓ Order A Specialty Medicine
- ✓ Understand Your Formulary
- ✓ And Much More ...



## Member Services **HELPLINE**

**855-633-2579** (*Option #1 for direct assistance*)

### **Concierge Call Service provided by MedalistRx**

**Monday – Thursday:** 8:00 AM to 8:00 PM (CST)

**Friday:** 8:00 AM to 7:00 PM (CST)

**Saturday:** 10:00 AM to 3:00 PM (CST)

**Sunday:** 12:00 PM to 4:00 PM (CST)

### **24/7 Call Service Support**

After 8PM ( CST ) weekdays, weekends and holidays you will be connected to our after hours pharmacy help desk support partner OptumRx.



## What Are My **PRESCRIPTION BENEFITS?**

### **Retail Pharmacy Prescriptions**

Simply present your new ID Card to your pharmacist with your prescription. Your pharmacist may make you aware of generic options available to you. The pharmacist will then inform you of your appropriate cost.

### **Mail-Order Pharmacy Prescriptions**

There are **three options** available to you to get your medications delivered to your home.

- 1**  **Enroll online** at [www.optumrx.com](http://www.optumrx.com) and follow the simple prompts to place your order
- 2**  **Mail** your order form found online at [www.medalistrx.com](http://www.medalistrx.com) to:  
**OptumRx**  
**P.O. Box 509075**  
**San Diego, CA 92150-9075**
- 3**  **Call** our mail-order pharmacy, **OptumRx Member Services**, at 800-797-9791

**Step 1:** Enroll in the Mail-Order Program.

**Step 2:** Complete the Mail-Order form found online at [www.medalistrx.com](http://www.medalistrx.com).

**Step 3:** Arrange your payment for your 90-day supply.

**Step 4:** Reorder your refills about three weeks before you run out of your medications.

**Step 5:** Enjoy good health and great mail-order service.

### **OptumRx Specialty**

**866-218-5445**

OptumRx Specialty Pharmacy is your full-service specialty pharmacy.

A dedicated team of specialty pharmacists and staff are able to help you get your specialty medication at the best price with the fastest and safest delivery.

Every patient has access to benefit consulting and comprehensive clinical support.



**Questions? Call MedalistRx Member Services**

855-633-2579

 [medalistrx.com](http://medalistrx.com)