



# WHO DO I CONTACT?

<b>Medical</b> <ul style="list-style-type: none"><li>• Preauthorization</li><li>• Claim status</li><li>• Eligibility questions</li><li>• Benefit verification</li><li>• Provider inquiry</li><li>• Member portal</li></ul>	<b>UCHealth Plan Administrators</b> 1-800-207-1018 <a href="mailto:tpa@uchealth.org">tpa@uchealth.org</a> <a href="http://tpa.uchealth.org">tpa.uchealth.org</a>
<b>Network</b> <ul style="list-style-type: none"><li>• Provider search</li></ul>	<b>Cofinity &amp; First Health</b> <a href="https://providerlocator.firsthealth.com/LocateProvider/SelectNetworkType">https://providerlocator.firsthealth.com/LocateProvider/SelectNetworkType</a>
<b>24 / 7 Telemedicine</b>	<b>Teladoc</b> 1-800-835-2362 <a href="http://www.Teladoc.com">www.Teladoc.com</a>
<b>Prescription Drug</b> <ul style="list-style-type: none"><li>• Coverage &amp; Claims information</li></ul>	<b>OptumRx</b> 1-800-880-1188 <a href="http://www.OptumRx.com">www.OptumRx.com</a> OR <a href="http://www.specialtyrx.optumrx.com">www.specialtyrx.optumrx.com</a>
<b>Dental</b> <ul style="list-style-type: none"><li>• Claims, Benefits &amp; Member Services</li></ul>	<b>Delta Dental of Colorado</b> 1-800-610-0201 <a href="http://www.deltadentalco.com">www.deltadentalco.com</a>
<b>Vision</b> <ul style="list-style-type: none"><li>• Claims, Benefits &amp; Member Services</li></ul>	<b>Vision Service Plan (VSP)</b> 1-800-877-7195 <a href="http://www.vsp.com">www.vsp.com</a>



# QUESTIONS & ANSWERS

## **WHAT CHANGES ARE EFFECTIVE JULY 1, 2021?**

- Enrollment or termination of individual and/or dependent coverage
- Enrollment or termination of dental, if applicable
- Enrollment or termination of vision, if applicable

## **IF I WANT TO MAKE CHANGES, WHAT FORMS MUST BE COMPLETED?**

- You must complete the BEST Health Plan ENROLLMENT / CHANGE FORM to change medical plans or individual/dependent coverage levels in the medical/dental/vision plans.

## **WHERE DO I FIND THESE FORMS?**

- Contact your District Benefits Department.

## **WHEN ARE THE FORMS DUE AND WHERE DO I RETURN THEM?**

- All forms are due by June 3, 2021 and must be returned to your District Benefits Department.

## **OTHER INFORMATION:**

If you do not make changes to your current medical, dental and vision elections, those elections will remain the same for the plan year July 1, 2021 through June 30, 2022.



# MEDICAL Q&A

**I have questions related to my medical benefits or healthcare. Who do I contact?**

- ◆ Contact UHealth Plan Administrators by phone (800-207-1018) or email (tpacustomerservice@uhealth.org)

**I have a newborn baby. How can I make sure that he/she is covered?**

- ◆ ***Newborns are automatically covered for the first 30 days under the mom if she is currently an enrolled Member in the Plan.*** A newborn child will be covered **after** the first 30 days **only** if the Member or Eligible Employee completes and submits the necessary enrollment forms/process and authorizes required payroll deductions to enroll the newborn in the Plan within 31 days of birth.

**How much does this Plan cost?**

- ◆ Costs for your plan benefits can be obtained from your District Benefits Department or Bookkeeper.



## Rx Q&A

### How do I fill a prescription at a retail pharmacy?

- ◆ There are over 65,000 participating retail pharmacies in the OptumRx network. To find a participating pharmacy near you, please visit [www.OptumRx.com](http://www.OptumRx.com) or contact Customer Care at (1-800-880-1188).

### How do I use mail order?

- ◆ Have your physician write a new prescription for up to a 90-day supply with refills if your doctor deems this as appropriate for your drug therapy.
- ◆ Fill out an Enrollment/Order Form which includes the Confidential Patient Profile. Provide information for you and any dependent(s) ordering medication. Write the participant ID number and patient's name on the back of each prescription.
- ◆ Mail the form, prescription(s) and applicable co-payment(s) to  
OptumRx Home Delivery  
P.O. Box 407096  
Fort Lauderdale, FL 33340-7096
- ◆ Your medications will be mailed to the address on the order form.

### Can my physician call or fax my prescription to OptumRx Home Delivery?

- ◆ Yes, have your physician call OptumRx toll-free at 1-800-880-1188. Please have your physician indicate the following: medication name, participants ID number and prescription information. Please note, in order for a fax transmission to be legally valid, the fax must originate from the physician. All state laws apply.



## Rx Q&A, cont.

### Can I speak to a pharmacist?

- ◆ Yes, please call 1-800-880-1188. Pharmacists are available to answer any questions or concerns that you may have regarding your medications.

### What is a specialty pharmacy?

- ◆ Specialty Pharmacy is a term that refers to the delivery and management of complex medications often injected into the skin or muscle and used to treat chronic conditions. Many new oral drugs used to treat cancer are also considered specialty medications. Our specialty pharmacy uses evidence-based care plans and medication management outreach programs to help patients use these complex medications properly.

### Do I have specialty pharmacy benefits?

- ◆ Yes, your specialty medications will be filled by OptumRx specialty pharmacy.

### Do I need to register with the specialty pharmacy?

- ◆ If your physician prescribes a specialty medication, please visit [www.specialtyrx.optumrx.com](http://www.specialtyrx.optumrx.com) or call (1-800-850-9122). Care Coordinators will register you in the program and call you monthly to check on your health status, answer questions and schedule delivery of your next refill.

### I have a question about my prescription benefit program. Who can I contact for more information?

- ◆ Log-in to the member services website at [www.OptumRx.com](http://www.OptumRx.com) or contact Customer Care at (1-800-880-1188).