PHARMACY COVERAGE

Will pharmacy coverage or treatment be impacted by COVID-19?

Eligible fully insured and self-funded UnitedHealthcare and OptumRx members who need an early prescription refill to ensure they have sufficient medication on hand may request one through their current pharmacy. We encourage members to consider their current supply as well as their near term medication needs prior to refilling prescriptions early.

The recent change to the refill too soon edit allows members with active eligibility to obtain an early refill of their prescription medications if they have refills remaining on file at a participating retail, specialty or mail-order pharmacy.

The refill obtained will stay consistent with the standard days’ supply previously filled by the member as allowed by their plan (e.g., 30 or 90 day supply).

Delivery options are available through Optum home delivery, which has no delivery fees and through select retail pharmacies including Walgreens and CVS who have waived delivery fees.

Can you comment further on the pharmacy supply chain and availability of medications? Can our employees still rely on mail order?

We do not anticipate delays in dispensing prescriptions related to COVID-19. This includes Optum. We do not anticipate COVID-19-related delays in dispensing prescriptions from Optum-owned pharmacies. This includes Optum Home Delivery, Optum Specialty, Optum Infusion Services, Avella, Genoa and Diplomat. As of March 18, manufacturers have indicated all 300 of the top utilized prescriptions have over a 60 day supply.

Have any changes been made to the prior authorization program for medications covered through the pharmacy benefit? Are you extending authorizations? New 3/27

Yes, we have identified prior authorizations expiring for select medications between 3/16 and 4/30 and are extending them for 90 days. Medications excluded from the automatic extensions include opioids, medications with defined treatment durations, such as treatment for hepatitis C, infertility, as well as other medications with upcoming coverage changes.

How is UnitedHealthcare handling the 5/1/2020 PDL changes due to COVID-19-related travel and quarantine restrictions? New 3/27

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Some of our products and networks have different features and as a result different guidelines and protocols are applicable to them. Please contact your UnitedHealthcare account representative for additional details.

Last updated 4/7/2020
We are extending the deadline on some May 1 changes to July 1, 2020 to allow our members additional time to access care, support and resources to transition onto new medications.

The effective date of the exclusion of these medications is being extended from 5/1 to 7/1 for the following:

- Respiratory Drugs: Arnuity Ellipta, Flovent Diskus, Flovent HFA, Pulmicort Flexhaler
- Diabetes – Insulin: Basaglar KwikPen, Levemir, Levemir FlexTouch, Tresiba (will remain in current tier)
  Medications that will remain excluded until 7/1: Lantus, Lantus SoloSTAR, Toujeo Max SoloSTAR, and Toujeo SoloSTAR
- Diabetes – Non-Insulin: Janumet, Janumet XR, Januvia
- Neuromuscular Disorders: Firdapse

In addition, the effective date is being updated from 5/1/20 to 7/1/20 for New Step Therapy for Zomig as well as the step therapy revision for Pulmicort Flexhaler.

Will any changes continue as originally scheduled? New 3/27

Yes, a small number of changes with minimal or no member impact, such as a drug moving from exclude at launch to permanent exclusion will continue as planned. Several member positive changes will also be implemented as scheduled.

What is UnitedHealthcare approach to the medications Hydroxychloroquine and chloroquine for lupus and rheumatoid arthritis and for use for COVID-19? Update 4/6

In order to preserve a continued supply for the use of hydroxychloroquine for chronic indications such as systemic lupus and rheumatoid arthritis, UnitedHealthcare will be implementing quantity limits effective March 28, 2020. Members newly starting on hydroxychloroquine for rheumatoid arthritis or systemic lupus will be able to request quantities beyond 30 tablets.

When will members receive communications in regards to the upcoming changes? New 3/27

Members will receive communication at least 30 days prior to the exclusions taking effect

Will updated impact reports be produced to reflect the most current member disruption? New 3/27

No, updated impact reports will not be produced. However, the member mailing file will be updated with the latest available information on impacted members.
Is there a chance this date will be pushed out even further? New 3/27
The situation continues to evolve rapidly. Our teams are monitoring the situation closely and will communicate any additional changes as soon as possible. Our goal is to continue to serve our members and customers during this difficult time.

Are additional actions needed, or will my decisions carry forward? New 3/27
Any customer decisions (e.g. exclusion opt-outs) will carry forward to 7/1, no additional action is required.

If I would like to change my decisions from 5/1, am I able to do that? New 3/27
No, at this time coverage will follow decisions made as part of the original 5/1 roll-out.

Have any changes been made to the launch date for the Medication Sourcing Expansion program? New 3/27
In response to the COVID-19 public health emergency, UnitedHealthcare is delaying the launch of Medication Sourcing Expansion (formerly Limited Supplier). This specialty pharmacy requirement directs hospitals to obtain certain specialty medications from a designated specialty pharmacy. The requirement will not take effect on April 1, 2020, as was previously communicated. This delay applies to both commercial plans and UnitedHealthcare Community Plan.

Providers will be notified in advance when a new effective date for specialty pharmacy requirements is known.

How can members sign up for home delivery for their maintenance medications so they can stay at home? New 3/30
The Centers for Disease Control and Prevention (CDC) encourages people to stay at home as much as possible. For UnitedHealthcare Optum Rx members that have pharmacy benefits, maintenance medications (medications taken regularly) can be received directly to their home through the home delivery benefit. Members can enroll online when logged onto myuhc.com and sign up for home delivery. Optum home delivery has no delivery fees.

Delivery options are also available through select retail pharmacies including Walgreens and CVS, who have waived delivery fees. Contact your pharmacy to determine if this is a service they provide.