

Mandatory mail prescription rider

Overview

- With mandatory mail, you must obtain all 90-day prescriptions and long-term maintenance medications from Optum Rx, and your medication(s) will be delivered to your home. The list of drugs subject to mandatory mail order is located at messa.org/RxPlans.
- The main features of mandatory mail include:
 - » Free standard shipping; rush delivery is available for additional cost to you
 - » The overall cost of medications from Optum Rx is less than retail, which helps lower costs for you and your health plan
 - » You can obtain up to a 90-day supply
 - » 24/7 access to a pharmacist from the privacy of your home
- Home delivery saves you time and money. Adding a mandatory mail rider to an existing plan can reduce the total medical premium by over 1%.
- If your medication is on the list, you must sign up for home delivery of long-term maintenance medications to avoid paying 100% of the cost of the prescription.
- You may not obtain a 90-day prescription of any medication from a retail pharmacy, including free preventive prescriptions. If you do, you will pay 100% of the cost.
- Optum Rx and AllianceRx Walgreens Pharmacy do not accept manufacturer coupons toward the cost of prescriptions or Rx copayments obtained through their mail order pharmacies.
- Any adult dependent on your plan will need to create their own Optum Rx member account at OptumRx.com, and authorize you to order prescriptions for them.
- Specialty drugs are limited up to a 30-day supply and must be obtained from a retail pharmacy or AllianceRx Walgreens Pharmacy.
- If your doctor prescribes a short-term medication, such as an antibiotic, you will still obtain it locally from a retail pharmacy.

Frequently Asked Questions

I was told my prescription drug coverage includes a mandatory mail rider. What does that mean?

You must obtain all 90-day prescriptions and long-term medications from Optum Rx. Your medication(s) will be delivered right to your home.

The list of drugs subject to mandatory mail order is located at messa.org/RxPlans.

Why does my plan require home delivery for a medication to be covered?

Medications dispensed by Optum Rx save you and your plan money. Groups can choose or bargain plans with or without the home delivery requirement. Adding a mandatory mail rider to an existing plan can reduce the total medical premium by over 1%.

How do I order a medication through Optum Rx?

- Log in to your MyMESSA member account at messa.org and click on “Optum Rx home delivery” to access your Optum Rx member portal.
- Select “My prescriptions” to review your medications that are subject to mandatory mail and transfer them to Optum Rx for home delivery.
- Ask your provider to submit prescriptions electronically to Optum Rx or fax prescriptions to 800-491-7997. Providers can call 800-791-7658 for information.
- Ask your provider for up to a 90-day supply for new or renewing medication(s), plus refills for one year if appropriate. You can mail paper prescriptions to Optum Rx, P.O. Box 2975, Mission, KS 66201.
- Do not mail, email or fax prescription order forms to MESSA.

What do I have to pay when I get my prescription?

For MESSA Choices: Your prescription copayment(s) or coinsurance apply.

For MESSA ABC and MESSA Balance+: You must pay your deductible in full and then Rx copayment(s) or coinsurance apply.

How do I pay for a prescription?

You can pay online or be billed for a medication. You may pay with credit, debit, HSA debit or check.

How long does it take to get my medications when I use home delivery?

First-time orders are usually delivered within 10 days after you place your order. Refills usually arrive in less time.

How are medications shipped?

Most medications are shipped via the U.S. Postal Service at no cost to you. Medications containing certain controlled substances are shipped via UPS. If necessary, you can request express shipping, which is available for an additional fee. Medications are packaged according to proper handling instructions.

Do I need to be home when the medication is scheduled to arrive?

You do not have to be home for most prescription deliveries. If your medication requires a signature upon receipt (such as certain controlled substances), the carrier will leave a notice that delivery was attempted with instructions so you can schedule redelivery or pick up your package.

Can my prescription be mailed to a post office box?

A post office box can be used for prescriptions other than controlled substances and cold-packaged items.

What if my medication is lost or stolen and I need a quick fill?

You are allowed one emergency fill at a local pharmacy, and applicable deductible and copayment or coinsurance will apply.

What about short-term medications, such as antibiotics, or medications that can only be filled for 30 days?

You will obtain short-term medications from your local retail pharmacy.

Questions? We're here to help. Call MESSA's Member Service Center at 800-336-0013 or connect with us via live chat through your MyMESSA member portal or the MESSA app.

What about specialty medications, including those used to treat chronic conditions?

Specialty drugs are limited to a 30-day supply and must be obtained from a retail pharmacy or by mail order through AllianceRx Walgreens Pharmacy. A few select medications are limited to a 15-day supply.

I have a MESSA ABC medical plan and I take a maintenance medication on the list of free preventive prescriptions. Do I need to get that from Optum Rx?

Yes.

Can I order medications for my children and spouse?

You can order medications for your minor children. Your adult dependent(s) will need to create an Optum Rx member account and grant you access so you can order on their behalf.

How do I check the status of my order?

You can check the status of an order in your Optum Rx member portal by selecting the "Order Status" button on the homepage.

My new prescription was received by Optum Rx but was not filled. Why?

Optum Rx screens every new prescription for interactions and side effects that may affect your health. It also considers dispensing rules set by your plan. In a small number of cases, Optum Rx may be unable to fulfill an order as requested. If that happens, you will be contacted by Optum Rx.

Who can I contact if I have a general question about my prescription coverage?

Call MESSA's Member Service Center at 800-336-0013 or connect with us via live chat through your MyMESSA account or the MESSA app.

Who can I call if I have a question about a prescription order?

Call Optum Rx at 800-903-8346.