

# 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](https://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.
- Specialty medications are handled separately. Specialty drugs must be obtained by mail through Walgreens Specialty Pharmacy or select Walgreens retail pharmacies. If you obtain them from any other provider, you may be responsible for the total cost. The initial quantity of select specialty drugs may be limited, and your cost will be reduced accordingly. Additional fills for specialty drugs are limited to a 30-day supply.
- If your doctor prescribes a short-term medication, such as an antibiotic, you will still obtain it locally from a retail pharmacy.
- Any adult dependent on your plan will need to create their own Optum Rx member account at [OptumRx.com](https://OptumRx.com), and authorize you to order prescriptions for them.
- Optum Rx and Walgreens Specialty Pharmacy do not accept manufacturer coupons toward the cost of prescriptions or prescription copayments obtained through their mail order pharmacies.

## 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](https://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](https://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:** You must pay your deductible in full and then prescription 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 must be obtained by mail through Walgreens Specialty Pharmacy or select Walgreens retail pharmacies. Specialty drugs cannot be obtained at any other retail pharmacy than select Walgreens retail pharmacies.

### **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.