



**UnitedHealthcare Community Plan and OptumRx to Manage Pharmacy Benefits for IA Health Link Members Starting Dec. 1, 2017**

Starting Dec. 1, 2017, UnitedHealthcare Community Plan will begin managing pharmacy benefits for Iowa Health Link members who were previously managed by AmeriHealth Caritas. OptumRx, our pharmacy benefits manager, will handle claims processing for these new members who will receive a UnitedHealthcare Community Plan member identification (ID) card shown below:

**Member ID Card Sample**



**Claims Processing Information**

If a member transitioning from AmeriHealth Caritas doesn't present their new UnitedHealthcare Community Plan member ID card, update the members profile and submit claims using the following information:

Name of Processor:	OptumRx
Bank Identification Number:	610494
Processor Control Number:	4444
Submitted Group:	ACUIA
Member ID:	Medicaid ID

**Dispensing Three-Day Supply Emergency Prescriptions**

You may dispense medications as an emergency three-day supply when drug therapy must start right away but prior authorization is not available, as long as you follow these policies:

- Only one three-day supply per member per drug
- For medications that cannot be dispensed as an exact three-day supply, such as metered dose inhalers, nasal sprays, topical preparations and powders for reconstitution, dispense the minimum quantity as a three-day supply.
- Complete the claim form fields as follows:
  - "Prior Authorization Type code" (Field 461-EU) = '1'
  - "Prior Authorization Number Submitted" (Field 462-EV) = '1'
  - "Day Supply" in the claim segment of the billing transaction (Field 405-D5) = '3'

To help reduce processing errors, please confirm the information on each member's ID card before submitting prescriptions.

**We're Here to Help**

If you have questions, please call the OptumRx Help Desk at 877-495-2272. Thank you.