

Important Information UnitedHealthcare Community Plan* and OptumRx to Manage Pharmacy Benefits for Iowa Health Link Members -- Effective March 1, 2016

Effective March 1, 2016, UnitedHealthcare Community Plan will manage pharmacy benefits for Iowa Health Link members according to the state's preferred drug list. OptumRx, our pharmacy benefits manager, will handle claims processing for these new UnitedHealthcare Community Plan members, who will receive UnitedHealthcare Community Plan member ID cards as shown in the following example.

Claims Processing Information

Please submit claims using the following information. If you have questions, or if a member has not yet received their member ID card, please call the OptumRx Help Desk at 877-495-2272.

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

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’

Member ID Card Example



To help reduce processing errors, please confirm the information on each member's ID card before submitting prescriptions. If you have questions, please call the OptumRx Help Desk at 877-495-2272. Thank you.