



Effective Nov. 1, 2016

Important Information for Participating Pharmacists

UnitedHealthcare Community Plan and OptumRx to Manage Pharmacy Benefits for Texas STAR Kids Members

Effective Nov. 1, 2016, UnitedHealthcare Community Plan will manage pharmacy benefits for STAR Kids members according to the state's preferred drug list. OptumRx, our pharmacy benefits manager, will handle claims processing for these members, who will receive UnitedHealthcare Community Plan member ID cards as shown below. Please review the following information regarding pharmacy benefits for these members.

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 Pharmacy Help Desk at 877-305-8952.

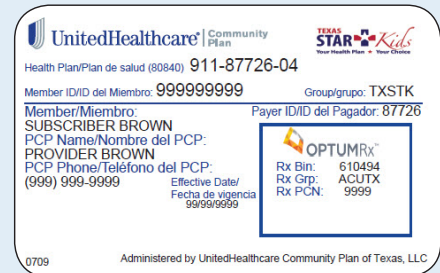
Dispensing Five-Day Supply Emergency Prescriptions

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

- Only one five-day supply per member per drug may be dispensed.
- 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 five-day supply.
- Complete the claim form fields as follows:
 - “Prior Authorization Type code” (Field 461-EU) = ‘8’
 - “Prior Authorization Number Submitted” (Field 462-EV) = ‘00000000120’
 - “Day Supply” in the claim segment of the billing transaction (Field 405-D5) = ‘5’

Name of Processor:	OptumRx
Bank Identification Number:	610494
Processor Control Number:	9999
Submitted Group:	ACUTX

Member ID Card Example



In case of emergency call 911 or go to nearest emergency room. Printed: 01/01/01



After treatment, call your child's PCP within 24 hours or as soon as possible. This card does not guarantee coverage. En caso de emergencia, llame al 911 o vaya a la sala de emergencias más cercana. Después de recibir tratamiento, llame al PCP de su hijo dentro de 24 horas o tan pronto como sea posible. Esta tarjeta no garantiza la cobertura.

Service/Coordinación de Servicio: 877-352-7798
For Members/Para Miembros: 877-597-7799 TTY 711
Behavioral Health/Salud Mental: 877-597-7799 TTY 711
NurseLine/Línea de Ayuda de Enfermeras: 844-222-7326

For Providers: www.uhcommunityplan.com 888-887-9003
Medical Claims: PO Box 5290, Kingston, NY, 12402-5290
Pharmacy Claims: OptumRx, PO Box 29044, Hot Springs, AR 71903
For Pharmacist: 877-305-8952



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 Pharmacy Help Desk at **877-305-8952**. Thank you.