

# VCU Health System Pharmacy Benefits



We have prepared this at-a-glance document to help you with your pharmacy benefits. Helpful tips and reminders are included below. Check the tier of your drug on the customized VCUHS pharmacy formulary by using our prescription search tool or by selecting [Find Doctors, Drugs and Facilities](#) to access the formulary pdf document. When using our prescription search tool, select "VCU Health System" from the drop down menu.

## Review the cost share for your drug tier

Your benefit has four tiers. Your lowest cost share is at VCU Health System's pharmacies. More information about VCUHS Pharmacy Services is found [here](#). You may also use one of the many pharmacies in the Optima Health network including most major chains such as CVS, Walgreens, Walmart, Costco, Sam's Club, as well as other local pharmacies. If the cost of the drug is less than the flat copayment, you will only pay the cost of the drug. Another way to save money is to check if there are any manufacturer's coupons available to help with the cost of your medication.

## 30-day prescription drug supplies

30-day supply purchased at a retail location	VCUHS Network	Optima Health Pharmacy Network
Tier 1: Generic	\$0	\$15
Tier 2: Preferred Brands	\$17	\$45
Tier 3: Non-Preferred Brands	\$25	\$75
Tier 4: Specialty*	\$25	\$75

\*Specialty medications are generally limited to a 30-day supply.

## 90-day prescription drug supplies

90-day supply purchased at a retail location or through mail order	VCUHS Network	Optima Health Pharmacy Network
Tier 1: Generic	\$0	\$38
Tier 2: Preferred Brands	\$34	\$100
Tier 3: Selected Preferred Brands & Some Controlled Substances	\$50	\$150
Tier 4: Selected Specialty*	Not applicable, specialty drugs are covered for up to a 30-day supply only	

\*Specialty medications are generally limited to a 30-day supply.

**Contact Optima Health:**  
**757-552-7110 or 1-800-229-1199**  
**Monday through Friday 8 a.m. to 6 p.m.**  
**[members@optimahealth.com](mailto:members@optimahealth.com)**

**OptimaHealth** 

# VCU Health System Pharmacy Benefits



There are certain exceptions to 90-day prescriptions particularly if they are specialty medications, selected brands, or some controlled substances. Mail order is available through [Express Scripts Pharmacy](#).

There are three easy ways to switch to Express Scripts Pharmacy:

- **ePrescribe:** Ask your doctor to send your prescriptions electronically to Express Scripts Pharmacy.
- **Online:** Sign in to [optimahealth.com/member](https://optimahealth.com/member) or the Optima Health mobile app to activate your pharmacy account. After activating your account, you'll be able to view your prescriptions and savings; then, simply click to transfer your eligible prescriptions to home deliver.
- **Phone:** Call 1-888-899-2653 to learn how to get your long-term maintenance medications delivered by Express Scripts Pharmacy. TTY users can call 711.

## Insulin pump supplies and continuous glucose monitors

Covered insulin pump supplies and continuous glucose monitors may be obtained from an in-network durable medical equipment (DME) provider or from an in-network pharmacy. These may require prior authorizations (PA). If you receive these from a DME provider, then the claim will process under your medical DME benefit. If you receive these from a pharmacy, then the claim will process under your pharmacy benefit.

	<b>Pharmacy Benefit</b> <i>(if received from a pharmacy)</i>	<b>Medical Benefit</b> <i>(if received from a medical provider/vendor)</i>
Insulin Pumps* (including Continuous Glucose Monitors [CGM]) *Prior Authorization Required	Tier 3 pharmacy benefit	20% coinsurance (no deductible applies)
Pump Infusion Sets and Supplies* *Prior Authorization Required	Tier 3 pharmacy benefit	20% coinsurance (no deductible applies)
Diabetic Testing Supplies* *Prior Authorization Required	<ul style="list-style-type: none"> <li>• Lifescan Diabetic Supplies = Tier 2 pharmacy benefit (Members must switch to LifeScan or initiate a PA request)</li> <li>• Lancets = Tier 2 pharmacy benefit</li> </ul>	<b>Not covered under medical</b>
Insulin Needles/Syringes	Tier 1 pharmacy benefit	<b>Not covered under medical</b>
Insulin Drugs	<a href="#">Check formulary document to determine copay</a> "VCU Health System" under Select Plan	<b>Not covered under medical</b>

**Contact Optima Health:**  
 757-552-7110 or 1-800-229-1199  
 Monday through Friday 8 a.m. to 6 p.m.  
[members@optimahealth.com](mailto:members@optimahealth.com)

**OptimaHealth** 

# VCU Health System Pharmacy Benefits



## Prescription drug prior authorizations

Some drugs require prior authorization. Your prescribing provider is responsible for initiating prior authorizations. If your prescription is sent by your VCUHS provider to the VCUHS Specialty Pharmacy, your provider does not need to initiate a prior authorization. At this time, Optima Health does not accept electronic prior authorizations. Your provider may access the [form and fax number on our website](#).

If you have concerns or questions about prior authorizations, please contact Optima Health pharmacy member services at the phone number found on the back of your card (1-866-244-9113). Please check the customized VCUHS formulary for a list of drugs that require prior authorization or use the prescription drug search tool and select "VCU Health System" from the drop down menu.

## Specialty medications

Specialty drugs are on tier 4 and only approved for 30-day supplies (exceptions include those medications that are dosed at intervals greater than 30 days). Your customized benefit plan requires you to use VCUHS pharmacies for filling your specialty medications. In the event that VCUHS pharmacies are unable to obtain the medication, Optima Health may use Proprium Pharmacy based out of Chesapeake, VA. In some special instances, Proprium Pharmacy may use another specialty pharmacy to dispense your drug. Refer to page one for a link to the pharmacy formulary to confirm your specialty medication tier. Please contact Optima Health pharmacy member services if you are having trouble obtaining your medication.

## What if I received a letter about my medication not being covered?

From time-to-time Optima Health changes our pharmacy formulary. While we may indicate your drug is not covered, there are often many drugs in the same category with equal effectiveness and similar or lower cost. You should work with your prescribing physician to find alternatives or request an exception by contacting the pharmacy member services team at the phone number or email address below.

If you have questions about a letter that you received from Optima Health regarding a prescription drug that you are taking, then you may contact the Optima Health pharmacy phone number.

## Contact us

- ✓ **PHARMACY MEMBER SERVICES:** 1-866-244-9113 (8 a.m.– 6 p.m. Monday-Friday)
- ✓ **GENERAL MEMBER SERVICES:** 1-800-229-1199 or 757-552-7110 (8 a.m.– 6 p.m. Monday-Friday)
- ✓ **EMAIL:** [members@optimahealth.com](mailto:members@optimahealth.com)
- ✓ **WEBSITE:** [optimahealth.com/VCUHS](https://optimahealth.com/VCUHS)