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**OPTUM RX REIMBURSEMENT – ONLINE PROCEDURES AND SUPPORTING DOCUMENTATION**

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**TO:** ALL RETIREES - WITH MONROE TOWNSHIP HEALTH BENEFIT COVERAGE

**FROM:** KEVIN W. HEYDEL, BUSINESS ADMINISTRATOR *KH*

**SUBJECT:** PRESCRIPTION CHANGES – OPTUM RX - EFFECTIVE JANUARY 1, 2018

**DATE:** FEBRUARY 6, 2018

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This notice is a follow-up to recent correspondence that you have received regarding your prescription coverage through the New Jersey State Health Benefits Program.

Effective January 1st, 2018, **OptumRX** has been selected to be the pharmacy care services manager replacing Express Scripts, your provider since April 1<sup>st</sup>, 2016.

Enclosed is a copy of **OptumRX 's** online account setup and directions on how to obtain supporting documentation through **OptumRX** required for submitting prescription reimbursement claims.

This change from Express Scripts to **OptumRX does not** change the reimbursement process currently in place. However, there are minor changes to the supporting documentation that is available through **OptumRX** that is different from the supporting documentation that was provided online through Express Scripts.

Please take time to review the enclosed **OptumRX** procedures and available supporting documentation (retail and mail-in) required when submitting prescription claims for purchases effective January 1, 2018.

Also take note that there is no change to the supporting documentation required for medical claims or supporting documentation you may receive when purchasing prescriptions through retail pharmacies.

If you have any further questions or concerns please contact either Christine Scola or me at (856) 728-9800 ext. 205 or 202 or through email: [cscola@monroetownshipnj.org](mailto:cscola@monroetownshipnj.org). or [kheydel@monroetownshipnj.org](mailto:kheydel@monroetownshipnj.org).

**TOWNSHIP OF MONROE  
INSTRUCTIONS FOR SETTING UP ONLINE USER ACCOUNTS FOR  
OPTUM MAIL ORDER PRESCRIPTION SERVICES AND FOR  
SUPPORTING DOCUMENTATION FOR  
RETIREE PRESCRIPTION REIMBURSEMENT CLAIMS**

These instructions will explain the procedure for on-line registration with your prescription provider **OPTUM**.

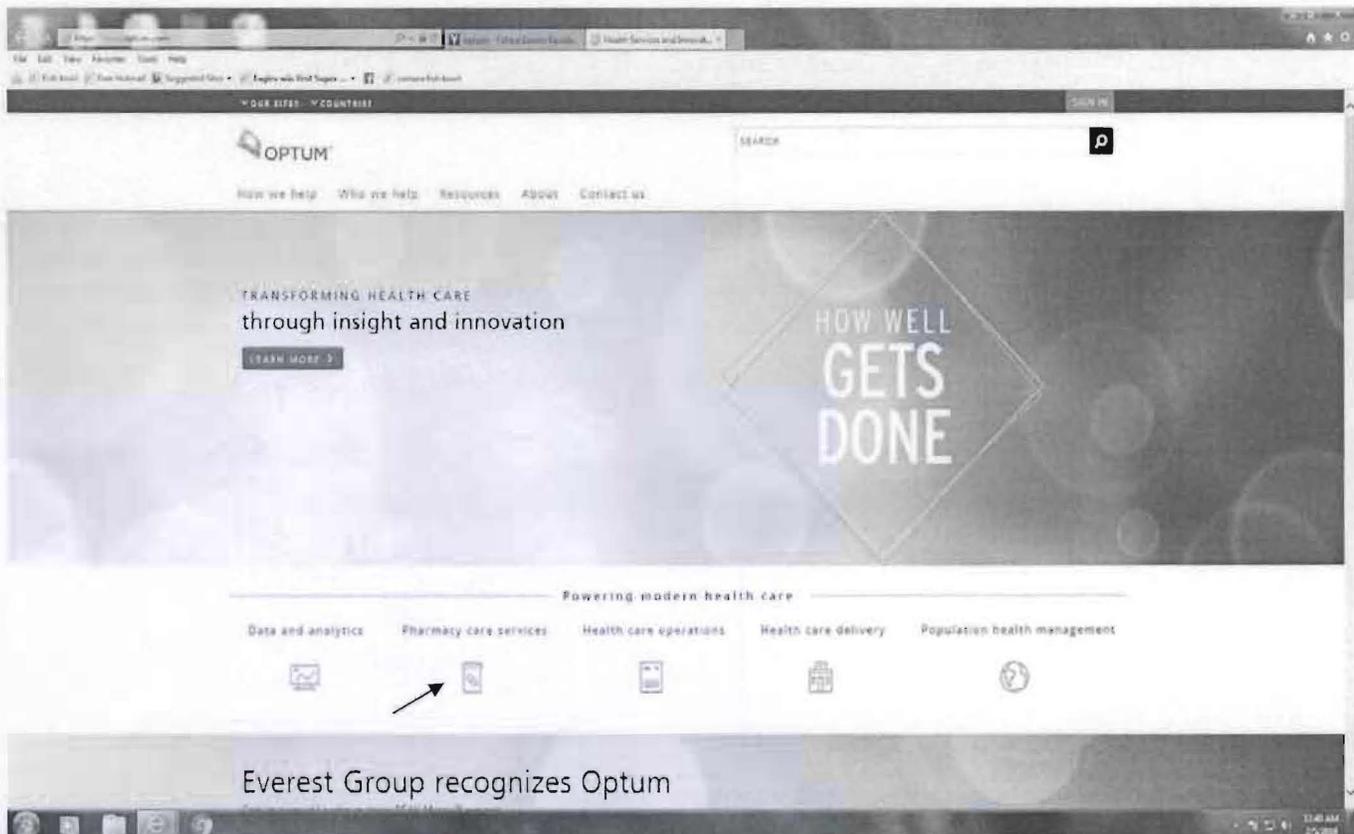
The purpose of your registration is to provide you on-line access to your prescription information. These online tools are necessary in order for you, the retiree, to gather the information and required documentation necessary to receive reimbursement for out-of-pocket expenses incurred for certain prescription expenses that occurred on or after **January 1, 2018** (the date the New Jersey State Health Benefit Program switched prescription coverage from Express Scripts to OPTUM RX Pharmacy Care Services).

**PLEASE NOTE: A SEPERATE ONLINE ACCOUNT MUST BE SET UP FOR THE RETIREE AND DEPENDENT.**

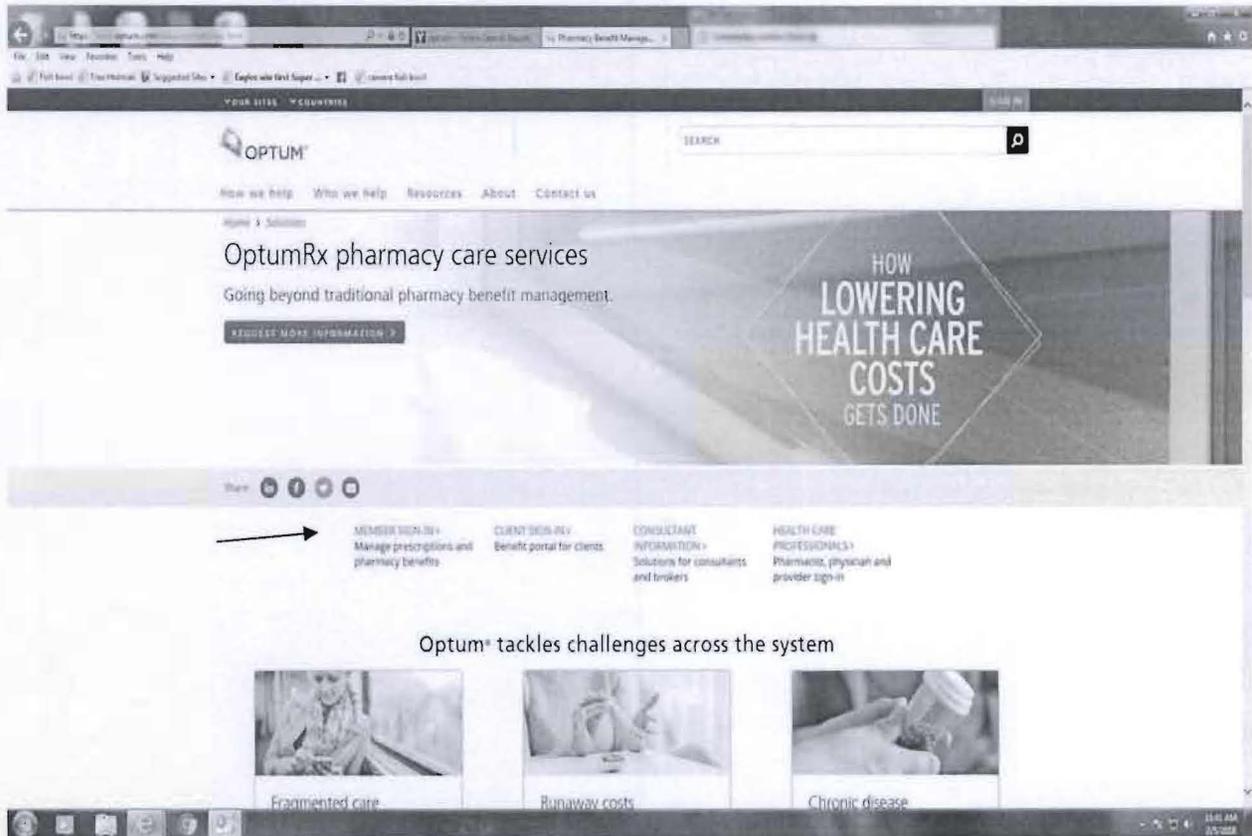
**OPTUM – PRESCRIPTION CLAIMS**

**Procedure for Setting up a User Account:**

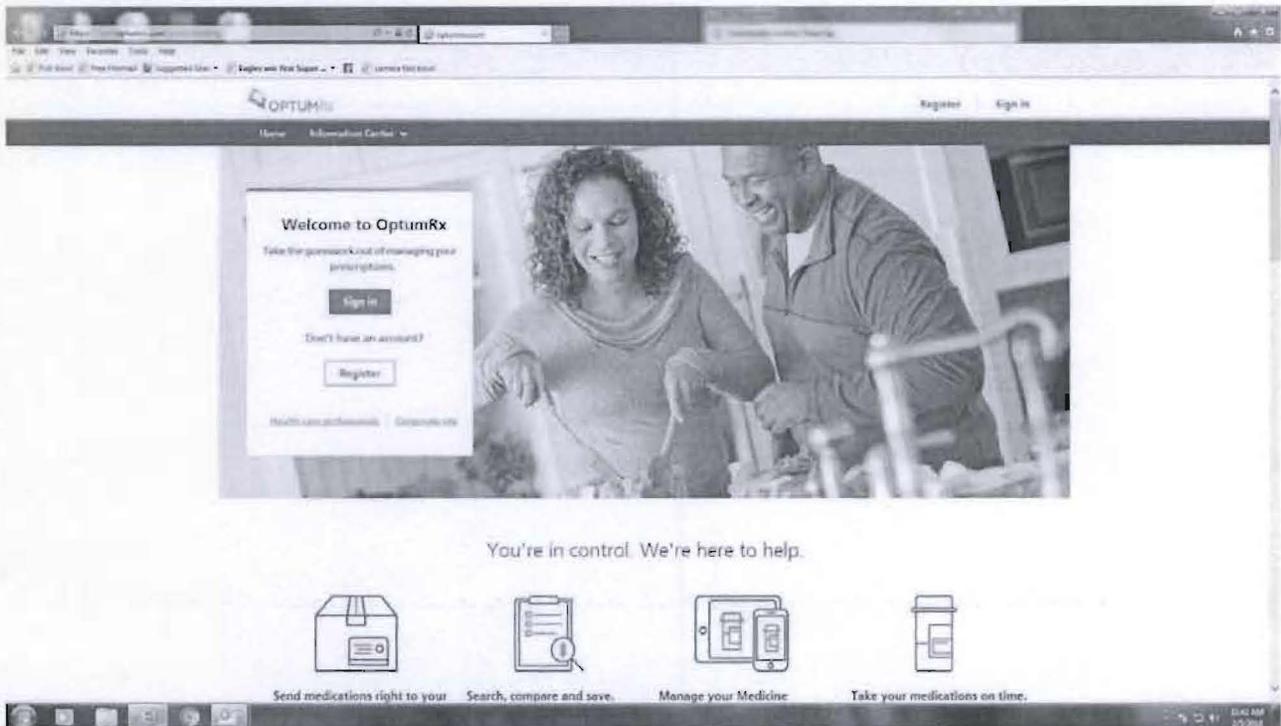
1. Go to: [www.Optum.com](http://www.Optum.com)
2. Click on “Pharmacy Care Services”



3. On the OptumRx Pharmacy Care Services page – Click on “Member Sign – In”



4. Register – Click on “Register”



## 5. Follow Registration Instructions:

OPTUM® Sign In

OptumRx > HealthSafe ID

1 Personal information 2 Create account 3 Confirm information

This website uses [HealthSafe ID™](#) to help protect the security of your personal health information.

All fields required unless indicated as optional  
Please have your Member ID card available to complete this process

First name

Last name

Date of birth

Zip code

Member ID number [Help me find this number](#)  
This number can be found on the front of your Member ID card

Continue

Already have a HealthSafe ID or Optum ID?  
Sign in now.

Need help?  
For sign-in or registration help please call us at 1-800-356-3477. For all other questions or concerns, please call the number on the back of your member ID card.

Are you an OptumRx caregiver?  
You will be able to confirm your caregiver invitation after signing in. Keep your invitation email handy.

Are you a caregiver and not a member of OptumRx?  
You can accept caregiver invitations even if you are not a member of OptumRx. If you are accepting your first caregiver invitation, [register here](#) and have your invitation email ready.

## 6. Upon Completion of Registration Go to Sign in and enter Username and Password.

OPTUM® Register

OptumRx > HealthSafe ID

Sign in to OptumRx

This site uses [HealthSafe ID™](#) for sign in and registration.

Username

Password

Sign In

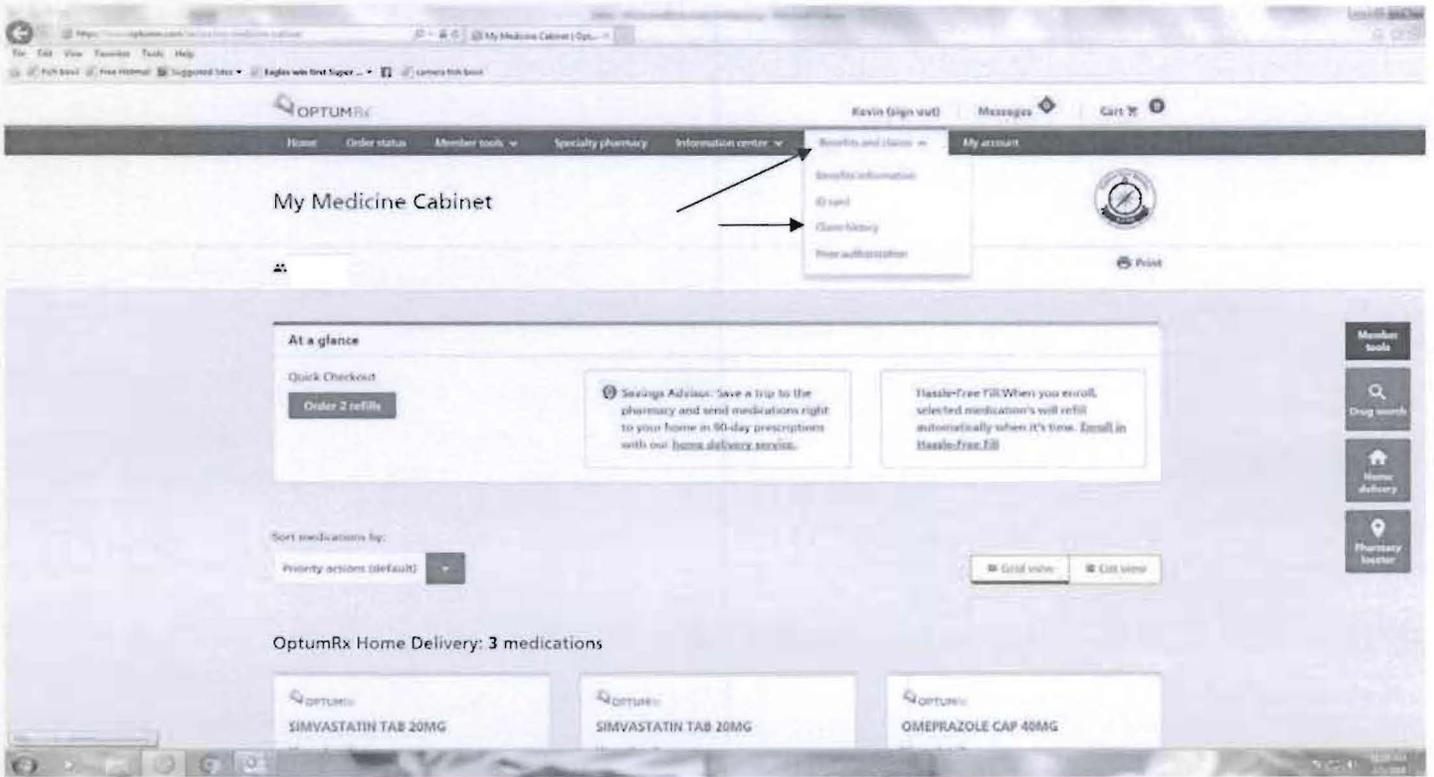
[Forgot username or password?](#)

Not sure if you have a HealthSafe ID?  
If you've ever had an Optum ID, you can use the same username and password to sign in.

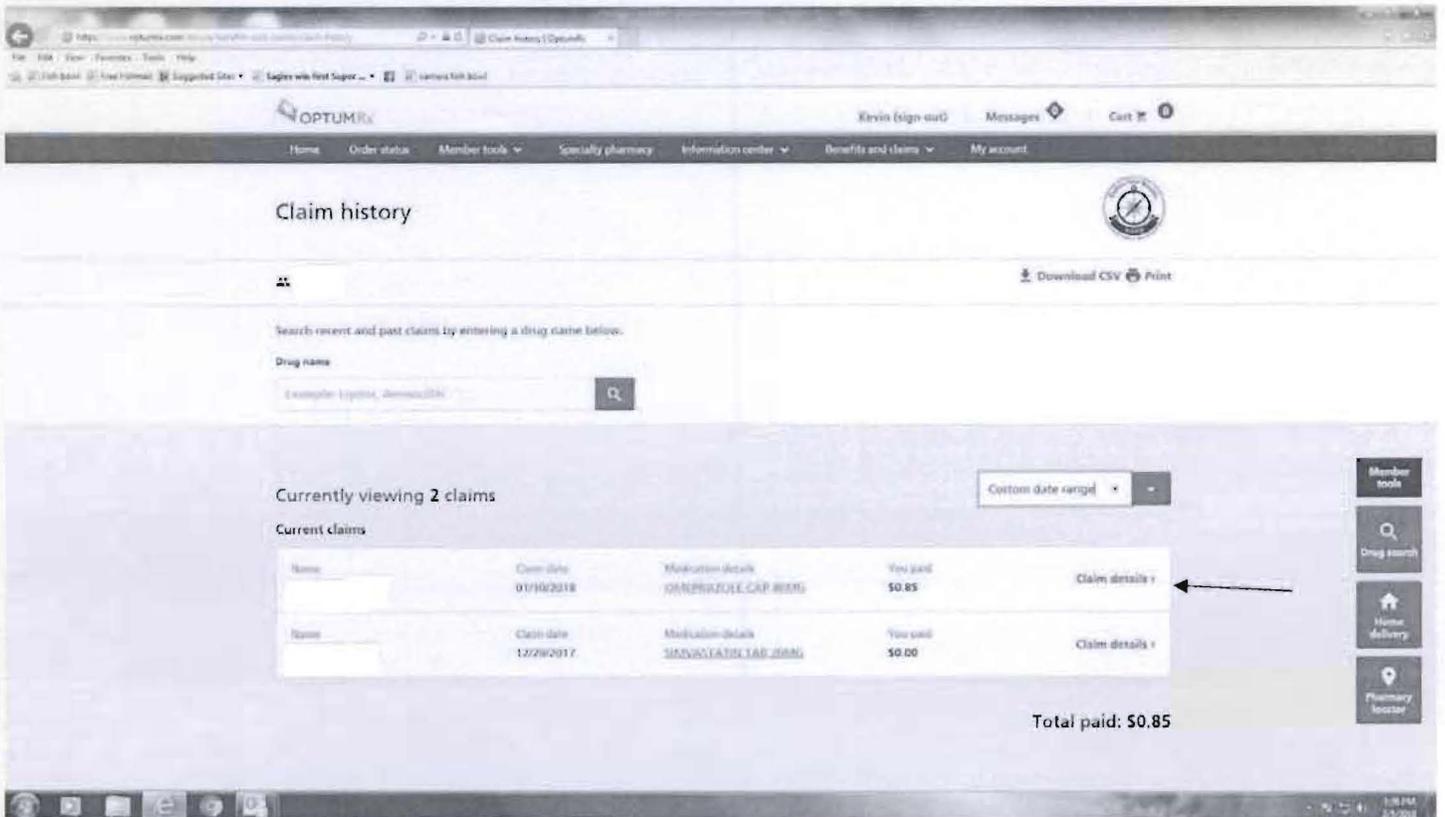
Still not sure? Try registering and we'll let you know if you're already in the HealthSafe ID system. Forgot your ID or password? We can easily help you recover it.

Need help?  
For sign-in or registration help please call us at 1-800-356-3477. For all other questions or concerns, please call the number on the back of your member ID card.

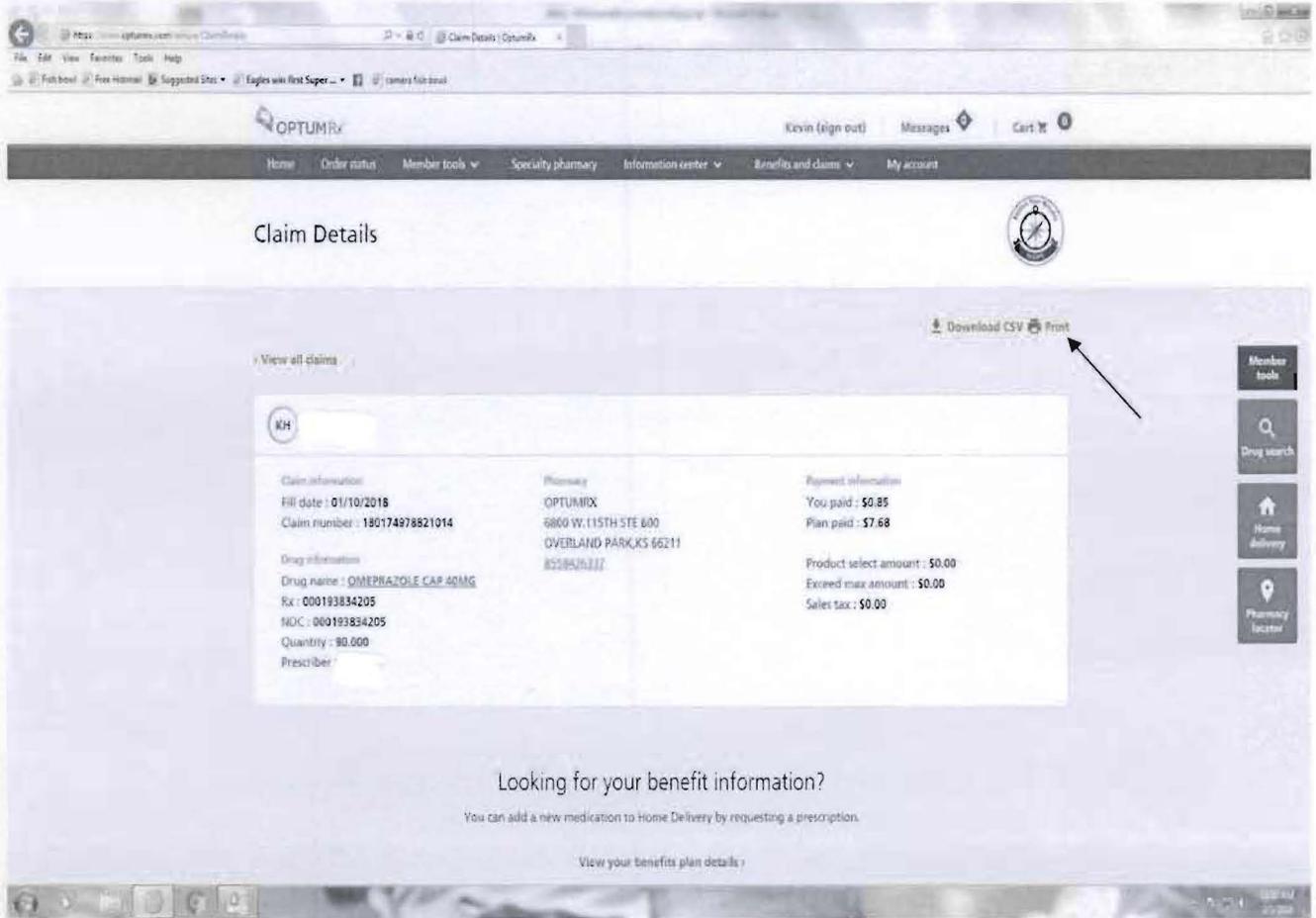
7. When on the “My Medicine Cabinet page” go to the top toolbar Click on Benefits and Claims and then click on “Claim History”.



8. Once on Claim History Click on Claim Detail (Do Not Submit Claim History for Reimbursement)



9. After Clicking on Claim Detail – print “Claim Detail” and Submit for Reimbursement



Please note for each prescription reimbursement the above claim details are required for reimbursement. You may retrieve claim details for both retail purchases and mail in purchases from the above procedures.

Additionally, when ordering directly through OPTUM RX mail in services, upon receipt of your prescription you will also find an invoice which can also be used as supporting documentation for filing your reimbursement.


Invoice

Williamstown, NJ 08044-3886

Order date	January 09, 2018
Order number	24899983961
Account number	430497753
Plan name	STATE OF NEW JERSEY

Rx/item number	Description	Quantity ordered	Quantity shipped	Cost
151058743	IRBESARTAN/HCTZ TB 150/12.5	90	90	\$1.87
151058737	METOPROLOL SUCC. ER TB 100MG	90	90	\$4.99
151058739	NAPROXEN TAB 500MG	180	180	\$0.96
Total charges this order				\$7.82
Less payments this order				\$0.00
<b>Amount due:</b>				<b>\$7.82</b>

Please immediately report any discrepancies in your order.

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Please detach here and return with completed forms.



MS B00K 2975  
Mplsora, KS 66201-1325

OptumRx  
MS B00K 2975  
Mplsora, KS 66201-1325

There are no changes to retail (CVS, Walgreens, Rite Aid etc.) You may still provide the receipts that you receive from your retail pharmacy as depicted in the example below.

EXAMPLE 1



Sign up now for text alerts!

Find out the instant your prescription is ready.\*

Quick. Easy. Convenient. Just tell a member of the pharmacy team you'd like to sign up. \*Standard text messages and rates may vary.

Any questions regarding these procedures can be directed to either Christine J. Scola at (856) 728 – 9800 ext. 205 or Kevin W. Heydel at (856) 728 – 9800 ext. 202.