

GENERAL INFORMATION

PRESCRIPTION DRUG COVERAGE CHANGE TO *OPTUM RX*

What Is Changing and Why

Starting January 1, 2017, the prescription drug coverage under our HMO and PPO plans will be administered through *OptumRx*, a well-regarded national pharmacy benefit manager, instead of through Harvard Pilgrim Health Care. The change is being made by all participating EdHealth schools solely for the purpose of reducing overall prescription drug costs. In doing so the EdHealth schools will join a purchasing coalition that includes Boston University, Brown, Columbia, Cornell, Notre Dame, Princeton, and other prestigious schools.

How Will the Change Affect Boston College Members?

For the most part, there will be no noticeable change. *OptumRx* participates with all national pharmacy chains and many local pharmacies. You will obtain prescriptions from your doctor and submit them to your pharmacy, just as you've always done. Prior to January 1 Harvard Pilgrim will issue **new ID cards** that will include the *OptumRx* name and phone number in case there are any questions.

Will the Drug Tiers and Copays Be the Same?

Yes, the same four tiers, but *OptumRx* labels them differently. The copays for the tiers are the same:

- Low Cost Generics (previously labeled Tier 1) \$5 copay
- Tier 1 Generics (previously labeled Tier 2) \$20 copay
- Tier 2 Preferred Brand (previously labeled Tier 3) \$30 copay
- Tier 3 Non-Preferred Brand (previously labeled Tier 4) \$50 copay

However, in the *OptumRx* formulary some drugs will be in a different tier from Harvard Pilgrim's. This means some members will see a higher copay for their prescription, and some members will see a lower copay. Anyone to be affected by a copay change should receive a letter from *OptumRx* by the end of November.

Will There Still Be a Mail Order Option?

Yes, *OptumRx* has a Home Delivery mail order service, and starting January 1st you can arrange to have your maintenance prescriptions, up to a 90-day supply, delivered by *Optum* to your home. With the Home Delivery service you can also arrange for auto refills and auto renewals when your refills run out. For more information click on [Home delivery frequently asked questions](#). You may also call **1-855-546-3439** or go to optumrx.com.

If You Use Prescriptions That Need Prior Authorization

If you currently use a prescription that was authorized by Harvard Pilgrim, and the authorization expires on or after January 1st, Harvard Pilgrim will transmit that information to *OptumRx* and you do not have to do anything now. If you are prescribed a drug after January 1st that needs prior authorization, you or your doctor can call **1-855-546-3439** for information.

Will Out-of-Pocket Maximums Be Coordinated with Harvard Pilgrim?

For both the PPO and the HMO, most out-of-pocket expenses (e.g., copays and deductibles) are subject to a calendar year maximum of \$1,250 per member or \$2,500 per family, after which covered services are paid in full. Relevant out-of-pocket expenses will be coordinated during the year between Harvard Pilgrim and *OptumRx* to ensure that you do not pay more than the stated maximum amounts.

For More Information

OptumRx has set up an Open Enrollment website for each participating EdHealth school that has links to “Useful Information” (e.g., Member Website, Mobile App, list of their Pharmacy Network) and “Frequently Asked Questions” (about Home Delivery, Prior Authorizations, the Transition to *Optum*, etc.). You can also “Select A Plan” (Harvard Pilgrim PPO or HMO) and find information about specific drugs and what tier they’re on. Just click on: [Optum/Boston College Open Enrollment Website](#)

TELEMEDICINE SERVICES UNDER HARVARD PILGRIM

Last July Harvard Pilgrim announced a new telemedicine service through *Doctor on Demand*, a national telemedicine provider group of board-certified physicians. This service allows members to see a doctor through real-time, Skype-like technology using a smartphone, tablet, or computer. You can receive care for numerous non-acute conditions without going to a provider’s office, an urgent care center, or an emergency room. *Doctor on Demand* is available from 7 a.m. to 11 p.m.

How Does It Work?

You download the free app from the App Store or Google Play to your mobile device by going to doctorondemand.com/harvardpilgrim. You can access an extensive Q&A document by clicking [here](#).

What Does It Cost?

When you access *Doctor on Demand*, you will pay your normal \$25 office copay using a credit or debit card. There is no increase to Boston College premiums for this service.

General Information

- Visits with *Doctor on Demand* do not require a referral.
- *Doctor on Demand* is not intended to replace routine care with a primary care provider.
- Physicians do not prescribe controlled substances and may elect not to treat or prescribe other medications based on what is clinically appropriate.
- *Doctor on Demand* can service members in multiple languages, although members may need to schedule an appointment for certain languages