

Prescription fulfillment through mail order is extremely valuable in managing drug therapies for those with long-term, chronic conditions. Injured workers receiving prescriptions via mail order enjoy the convenience and safety of this delivery method. AIG utilizes Tmesys[®] from Optum for their retail pharmacy program. Optum manages the mail order component of the AIG pharmacy program.

Benefits of the Mail Order Program

Increased Savings

- Mail order prescriptions are typically 19% lower per day of supply than those filled through a retail pharmacy
- Prescriptions are shipped at no additional cost

Increased Penetration

- Mail order prescriptions are typically written for a longer number of days' supply so there is less opportunity for the prescription to fall out of network, which increases cost

Increased Safety

- Prescriptions are subject to same program parameters (checks for refill too soon, and if medications are appropriate to the injury, etc.) established for AIG that are used by the retail program to ensure the medications dispensed are valid for the claim
- Adjudication includes an additional level of pharmacist review prior to medication being filled
- All prescriptions are automatically entered into the program for clinical interventions through MedAssess[™]
- Program drives medication adherence for injured workers with longer fills and less opportunity for the injured worker to miss a dose due to inability to get to a retail pharmacy

Identifying Candidates for Mail Order

- Injuries that are older than 180 days
- Two or more medications from the same therapeutic class are being taken during a 90-day period
- Pharmacy spend is \$250 or more per month
- Currently receiving medications through a non-contracted mail order pharmacy

Talking with Injured Workers

A sample script you can use to talk to an injured worker about the Mail Order Program is provided below. Please customize as you see fit, using the points from the "Benefits for the Injured Worker" and "Frequently Asked Questions" sections of this Quick Reference Guide.

"I understand that you are on a stable medication schedule and wanted to speak to you today about receiving your medication automatically through the mail. I feel this could benefit you and it is extremely convenient, as you will not have to worry about going to the pharmacy to pick up your prescriptions. I can have an account set up for you with our partner, Optum, if you would like, and your medications can start to be delivered directly to your home."

If the injured worker is interested in receiving their medications through the Optum mail order program, the adjuster can call, email or fax in a request to Optum. Optum will then contact the injured worker and take care of the rest.

Referring to Mail Order

Phone: 1-800-237-7676, ext. 87602

Fax: 1-800-532-2151

Email: NewPatientServices@optum.com

Online: www.helioscomp.com/pharmacy-center
then click on Mail Order Enrollment Form

Benefits for the Injured Worker

Easy to Use

- No paperwork to fill out
- Prescriptions are billed directly to AIG
- Prescriptions can be transferred from other pharmacies
- Automated refill reminders via phone

Convenient

- Fast processing and shipping
- No worrying about traveling to a pharmacy to pick up prescriptions
- No waiting in line

Excellent Customer Service

- Customer care is available 24/7, 365 days a year
- Access to pharmacists via phone or web

Frequently Asked Questions by Injured Workers

How will I get my medications?

Prescriptions are discreetly packaged, shipped free and arrive promptly at your home through regular mail, UPS or FedEx. The convenient delivery to your home removes the worry of having to travel to the pharmacy to pick up your prescriptions.

Can I receive my prescriptions for my pain medications through the mail?

Yes, Optum can discreetly ship prescriptions for controlled substances/narcotics directly to your home. A signature by an adult will be required to deliver the package.

How soon will I receive my medications?

Once your prescription is received by Optum, it must be validated and approved before it can be filled. Once approved, your medication order is released and shipped directly to your door.

- **New prescriptions:** Prescriptions will be validated and approved, which may take several days. Once processed, the medication order will be filled and shipped. Generally, you will receive your medication within 14 business days. Shipping times may vary.
- **Refills:** Requests to refill prescriptions are generally processed within 24 hours and are usually returned to you within five business days.

How does Optum remind me when it is time to re-order?

Optum will automatically call to remind you when it is time to re-order so that you do not run out of your medicine.

Do I have to submit paperwork or pay for my medications?

With Optum, there is no paperwork for you to complete. Your prescription costs are managed by AIG on your behalf ensuring you will have no out-of-pocket expense.

I am already using another mail order pharmacy. Can you transfer my prescriptions?

Yes. All Optum will need is the pharmacy phone number, prescription number, medication name and your permission to transfer the prescription. If the prescription has a refill remaining, Optum will transfer it immediately if state law allows. If the prescription is out of refills, the Optum pharmacy specialists will call your doctor to request permission to refill.