



PIPE TRADES SERVICES MN

HEALTH & PENSION FUNDS

4461 White Bear Parkway, Suite 1 - White Bear Lake, MN 55110 • Phone: 651-645-4540 • Fax: 651-645-8119 • www.ptsmn.org

Dear Valued Member,

The Pipe Trade Services MN Welfare Fund (“Welfare Fund”) engaged OptumRx® to administer your pharmacy benefits. We are aware of a variety of issues related to the new mandatory home delivery requirement for maintenance medications.* As a result of these concerns, the Board of Trustees for the Welfare Fund has decided to give Participants and their Dependents the opportunity to opt out of the OptumRx Home Delivery program effective April 1, 2023.

If you do **NOT** wish to receive your medications through the OptumRx Home Delivery program, please call the Optum Member Helpdesk (**866-328-2005**) and ask to “opt out” of OptumRx Home Delivery.

THE MANDATORY MAIL ORDER REQUIREMENT WILL CONTINUE TO APPLY TO YOU UNLESS YOU CALL OPTUM AND AFFIRMATIVELY OPT OUT OF OPTUMRX HOME DELIVERY.

If you opt out of OptumRx Home Delivery and want to switch back to using your preferred retail pharmacy, you **MUST** have your prescription transferred back to your retail pharmacy by either:

- Having your doctor call in your prescription to your preferred retail pharmacy; or
- Having your preferred retail pharmacy call OptumRx (**800-791-7658**) to have your prescription information transferred back to that retail pharmacy.

If you have not opted out of the OptumRx Home Delivery program, you will be prompted to set up your account with OptumRx Home Delivery after making two retail purchases of a maintenance medication. If you have opted out of OptumRx Home Delivery, **you can still have one or more of your maintenance medications filled through OptumRx Home Delivery** by:

- Having your doctor send your prescription to the OptumRx Home Delivery pharmacy;
- Calling the Optum Member Helpdesk (**866-328-2005**) for assistance with getting your Home Delivery account set up and your prescriptions transferred to the mail order facility if the prescription has a 90-day refill available; or
- Creating an account at OptumRx.com or the OptumRx App, then selecting from your list of medications those you want to switch to home delivery. Optum will contact your doctor for an updated prescription and mail the medications to the address you indicate on your account.

You may fill either a 30-day or 90-day supply when you use a retail pharmacy. Please ensure your doctor writes your prescription to allow for a 90-day supply.

It is always the Fund Office’s goal to provide our members with excellent customer service, and we regret any inconvenience caused by the transition to OptumRx.

Sincerely,

Pipe Trades Services MN, Inc.

* The mandatory mail order requirement **does not** apply to the Welfare Fund’s coverage for Medicare-eligible retirees.