

## – IMPORTANT INFORMATION –

# OptumRx Response to CMS Guidance Issued March 10, 2020 re: Medicare Advantage and Part D Plans Respond to COVID-19

**Effective: March 10, 2020**

On March 10, 2020, CMS issued guidance requesting Medicare Advantage (MA) and Part D health and prescription drug plans to initiate flexibilities in providing healthcare coverage to Medicare beneficiaries for COVID-19 testing, treatments and prevention.

One requirement outlined in the guidance requests relaxing the restrictions on home or mail delivery of prescription drugs. As you may be aware, it is prohibited within the OptumRx retail Pharmacy Network Agreement for a pharmacy provider (“Pharmacies”) to mail or ship covered medications (“Mailing Prohibition”).

**Effective March 10, 2020, OptumRx will temporarily suspend and not enforce the Mailing Prohibition during the national state of emergency due to the COVID-19 pandemic.**

This suspension applies directly to retail Pharmacies who require shipping or mailing of medications via common carrier (USPS, UPS, FedEx or local carrier service) to members and does not apply to central fill operations. OptumRx acknowledges the mail distribution channel is a viable means to manage the prescription needs of our members and appreciates the Pharmacies additional efforts to ensure continuity of care for our members. This suspension will be in effect until an end date to be determined at a future time.

Additionally, OptumRx has temporarily waived the signature requirement of mailed medications.

- The delivery logs of impacted claims should be documented with the verbiage “**Impacted by COVID-19**” as well as a means to tie the signature log to the specific prescription (e.g., Rx# and fill date).
- Signature requirements for medications that are picked up at the pharmacy will also be waived, and signature logs of impacted claims should be documented with the verbiage “Impacted by COVID-19” and initialed by the pharmacy staff.
- Audit teams have been instructed to waive the signature requirement for delivered and picked up prescriptions filled on and after March 1, 2020 with the aforementioned documentation.
- This waiver will be in effect until an end date to be determined at a future time.

Should you need any clarification regarding this notice, please contact our Pharmacy Help Desk 24 hours a day, 7 days a week at (800) 880-1188.

**Please distribute immediately.**

For questions regarding communications, contact the Pharmacy Provider Communications team: [pharmacyprovidercommunications@optum.com](mailto:pharmacyprovidercommunications@optum.com)  
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