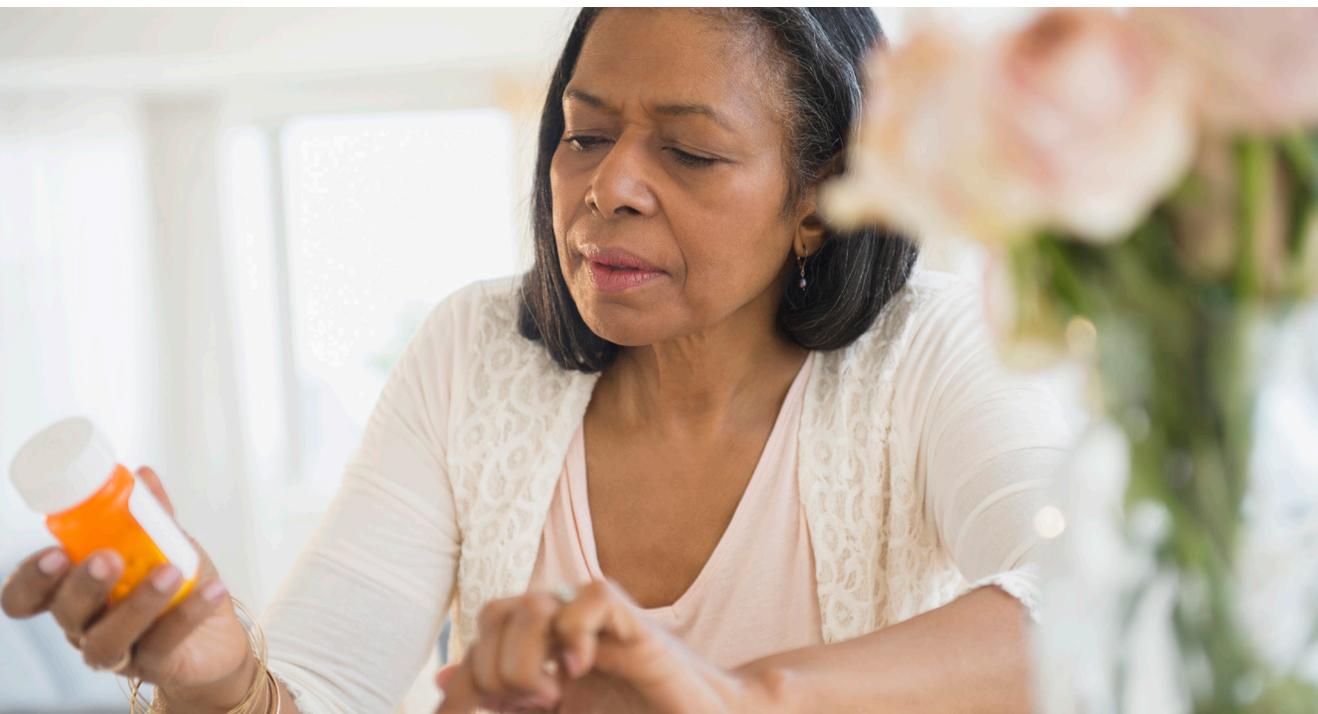


Optum Perks Prescription Relief Program

Frequently Asked Questions



What is the Prescription Relief Program (PRP)?

The Optum Perks Prescription Relief Program (PRP) is a free pharmacy discount service, providing your employees ongoing savings on prescriptions and continued access to mail order when they have lost coverage. The Prescription Relief Program utilizes your employees' current ID cards. You will be automatically enrolled in this program at no additional cost unless you choose to opt-out.

How is this different from the Enhanced Savings Program (ESP)?

If you are already enrolled in the Enhanced Savings Program (ESP), you will now have both the Prescription Relief Program and the Enhanced Savings Program. The Prescription Relief Program will not affect or change your Enhanced Savings Program.

The Enhanced Savings Program helps provide prescription discounts on non-covered medications under the employee's current plan, and the Prescription Relief Program (PRP) offers employees a seamless solution to receive discounts on prescribed medications even after their coverage has lapsed (i.e they are furloughed or no longer an employee due to various reasons).

What are the Prescription Relief Program features?

The program is free to our clients and their covered employees, and the integrated benefit program requires no additional card:

- Network includes over 60,000 pharmacies, including major chains and local stores.
- Employees can continue to save on their prescription medications after they have lost coverage, which includes brand-name, generic, and doctor-prescribed over-the-counter drugs.

Will you be sending replacement cards?

No, we will not be sending replacement. Please visit the website perks.optum.com/prp to text, print, or email a digital card.

How can I communicate this to my employees/ employees?

Optum will send a letter to your employees giving them information about this automatic savings program after they have lost coverage, and a paid claim is processed under reject code 69. Additionally, we have an e-toolkit that you can download to send your employees additional resources regarding the program and how to get the benefits. The e-toolkit includes an email template, FAQ and educational resources.

What is the employee's experience with the Prescription Relief Program (PRP)?

The employee takes their prescription to the pharmacy, and using their current existing benefit card, they apply it to their prescription. The employee has a choice to pay full, out-of-pocket cash price, or the discounted rate provided by the PRP.

Can employees still log-in and use the website to view claims data?

Employees can log in for an additional 18 months post termination from their plan, but as a "read-only" user. They can only see claims history.

What is the cost?

There is no cost.

What if a employee signs up for Cobra? Should they use Optum Perks or their Cobra benefits?

If a employee signs up for Cobra they should defer to their Cobra benefits, and utilize the prescription benefit as explained in their new benefit package.