



## BCSC Pharmacy Plan Solutions With Optum Rx

If you have any questions regarding your pharmacy benefits, feel free to contact Optum Rx at 1-855-524-0381, or you can download the Optum app from the Apple App store or Google Play. Some of the frequent questions are below:

### HDHP Conflict

RX on HDHP preventive list, but copay is charged:

- Contact Optum for review: 1-855-524-0381.

### Prior Authorization

You have a refill or a new prescription that requires a Prior Authorization (PA):

- Doctor files Prior Authorization with Optum.
- If the PA is rejected by Optum, either the doctor or member should contact Optum for an alternative: 1-855-524-0381.

### Error

A prescription is rejected due to an error by the doctor, pharmacy, or Optum:

- The doctor or member should contact Optum: 1-855-524-0381.

### Exclusion

A prescription is rejected because it is an excluded drug:

- The doctor will prescribe an alternative drug.

You should also check the [ElectRx list](#) for your prescription.

### Contact Information:

Optum Rx	855-524-0381
BCSC Benefit Specialist: Heather Downin	812-376-4203
JA Benefits Solutions Team: Tatiana Ritter	812-329-6040
SIHO	812-378-7070

