

Welcome to Your Prescription Benefit Program



Your Prescription Benefit Plan through Capital Rx

When it comes to your health, Capital Rx is with you every step of the way. Our top-tier services and resources are available to help you make the most informed decisions for you and your family. **Here is your Capital Rx pharmacy processing details:**

RxBIN: 610852 | RxPCN: CHM | RxGRP: JD35



Using Your Capital Rx ID Card at Retail Pharmacies

Please present your new Capital Rx ID card along with your prescription to one of our 60,000+ retail pharmacies.



Getting a 90-Day Supply of Your Prescriptions

If you are prescribed a 90-day prescription for maintenance medications, you can fill your prescription at retail pharmacies or through mail service.

Getting started with Optum Home Delivery:

Please reach out to your prescriber and update your mail order pharmacy provider as Optum Home Delivery.

Online: Go to the Capital Rx Member Portal at <https://app.cap-rx.com/login> to register or log in. Select 'home delivery' to confirm your profile settings.

Phone: Call Capital Rx and follow the prompts for 'medications delivered to your home' or ask your doctor to send an electronic prescription to Optum Home Delivery. A coordinator will reach out to get you set up.

Managing New Prescriptions and Refill Requests:

Choose one of the following options to request refills of current prescriptions or to send new prescriptions to Optum Home Delivery.

E-prescribe (preferred): Have your prescriber electronically send your prescription to **Optum Home Delivery**.

Fax: Have your prescriber fax your prescription to **Optum Home Delivery**. Faxed prescriptions may only be sent by a doctor's office and must include patient information.

Online (refills only): Login to the Capital Rx member portal to place an order for available refills.

Mail: Mail your paper prescription to Optum Home Delivery at **6800 W 115th St. Suite 600, Overland Park, KS 66211-9838**.

Home delivery customer support is 24 hours a day, 7 days a week.



Prior Authorization/Step Therapy/Quantity Limit

In order to ensure safe and appropriate use of certain medications, your prescription benefit program may have prior authorization, step therapy, and/or quantity limits for certain medications.

- **Prior authorization** requires you and your physician to obtain approval from Capital Rx prior to medication being dispensed.
- **Step therapy** is when your prescription benefit requires you to try another medication (usually a generic) prior to starting the medication your physician prescribed (usually a brand).
- **Quantity limits** only allow you to receive up to a maximum dosage or quantity for certain medications, based on clinically-approved prescribing guidelines.

Call customer service at **1-844-532-2779** to determine if your medication(s) are subject to prior authorization, step therapy, and/or quantity limit requirements.



Once you get a new prescription for your specialty medication, you can:

Online: Go to the Capital Rx Member Portal at <https://app.cap-rx.com/login> to register or log in. Select 'specialty pharmacy'. Fill out the New Patient Form, and we will take it from there.

Phone: Call Capital Rx Customer Care and follow the prompts for 'specialty pharmacy' or ask your doctor to send an electronic prescription to Optum Specialty Pharmacy.

A patient care coordinator may reach out for more information to finalize your account or set up your first order. We will also contact your provider for an up-to-date prescription, if needed.



Capital Rx Customer Care is available 24 hours a day, 7 days a week by calling **1-844-532-2779**.

Log into the Capital Rx Member Portal to manage your benefits and access all digital tools available!

