

OptumRx Pharmacy Portal Frequently Asked Questions

Questions	Answers
<p>Why should I register for OptumRx Pharmacy Portal?</p>	<p>When you register for OptumRx[®] Pharmacy Portal, you'll get 24/7 access to digital tools to assist patients, including:</p> <ul style="list-style-type: none"> • Real-time refill too soon claim reject override • Claim status & history • Patient eligibility information • Prior authorization status • MAC list information • Payment remittance (Independent & PSAO pharmacies)
<p>How do I register for an Optum ID to use the OptumRx Pharmacy Portal?</p>	<p>Follow these steps to register for an Optum ID</p> <ol style="list-style-type: none"> 1. Go to professionals.optumrx.com 2. Under Pharmacy Sign In, click on Register for an Optum ID 3. Under Additional options, select Create an Optum ID 4. Provide the required information, and select I Agree
<p>How do I get access to OptumRx Pharmacy Portal once I sign up for an Optum ID?</p>	<p>Once your Optum ID is created and established, the user will be navigated to register for the Healthcare Professionals page.</p> <ul style="list-style-type: none"> • Under register selection, select Pharmacy • Enter required fields • Select Initiate fax to be sent • Retrieve unique PIN from retrieved fax • Enter unique PIN • Complete Registration

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When trying to register for an Optum ID, I received the message “You have entered a NCPDP# for pharmacy that is attached to a chain”. What should I do next?	<p>Follow these steps to continue registration for a chain or PSAO pharmacy:</p> <ol style="list-style-type: none">1. If you wish to continue registration for a portal account, please click this Link2. Enter required fields3. Select Submit by e-mail <p>If additional assistance is needed, contact provider.relationships@optum.com Provider Relations will register the information and submit an email for the user to create their username and password within 7 days.</p>
What if I lost my password?	<p>Follow these steps to reset your password:</p> <ol style="list-style-type: none">1. Go to professionals.optumrx.com2. Click on the Pharmacy Sign In button3. Under Sign In, click Forgot Password4. Enter email address or Optum ID5. Answer security questions6. Receive email to update password <p>If you can't answer the security questions, contact provider.relationships@optum.com</p>
What if I forgot my Optum ID?	<p>Follow these steps to reset your Optum ID</p> <ol style="list-style-type: none">1. Go to professionals.optumrx.com2. Click on the Pharmacy Sign In button3. Under Sign In, click Forgot Optum ID4. Enter email address5. Answer security questions6. Receive email to update password <p>If you can't answer the security questions, contact provider.relationships@optum.com</p>
Can I share my Optum ID?	<p>A separate OptumRx Pharmacy Portal request form should be completed for each user.</p>

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<p>How do I re-activate my OptumRx Pharmacy Portal account?</p>	<p>Follow these steps to re-active your account</p> <ol style="list-style-type: none"> 1. Go to professionals.optumrx.com 2. Enter NCPDP ID 3. Select office location 4. Initiate fax to that selected office location 5. Obtain unique ID and enter unique ID 6. Complete registration
<p>What if I am locked out of the OptumRx Pharmacy Portal?</p>	<p>Contact OptumRx Provider Relations at: provider.relations@optum.com. In the email, include:</p> <ul style="list-style-type: none"> • The patient's name • Your chain code or NCPDP number • Your email address • Your phone number <p>Provider Relations will respond to your email within 7 days.</p> <p>For immediate assistance with a patient's prescription, please contact the OptumRx Pharmacy Help Desk.</p>
<p>What if I can't locate the remittance I need?</p>	<p>Contact OptumRx Provider Relations at: provider.relations@optum.com. In the email, include:</p> <ul style="list-style-type: none"> • The patient's name • Member ID number • Patient's date of birth • Your chain code or NCPDP number • The date of service
<p>What if I need help with my OptumRx MedMonitor account?</p>	<p>Contact the OptumRx MedMonitor help desk:</p> <ul style="list-style-type: none"> • Email MedMonitor@optum.com • Call the MedMonitor Help Desk at 1-866-840-1923, Monday through Friday: 8 a.m. to 4 p.m. CST

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<p>How do I file a MAC Appeal?</p>	<p>You can submit MAC appeals in the pharmacy portal.</p> <ol style="list-style-type: none"> 1. Log in to the OptumRx Pharmacy Portal at professionals.optumrx.com using your Optum ID and password 2. Select the MAC Appeal tab from the header navigation menu 3. Click on MAC Appeal Form to download the template to your PC 4. Complete the template 5. Return to the MAC Appeal tab in the OptumRx Pharmacy Portal 6. Select Upload File button 7. Upload completed MAC Appeal forms from your PC (please note that only .xls/.xlsx will be allowed for upload) 8. Click on Submit
<p>How do I search for a patient?</p>	<p>You can search for a patient in the pharmacy portal.</p> <ol style="list-style-type: none"> 1. Log in to the OptumRx Pharmacy Portal at professionals.optumrx.com using your One Healthcare ID and password 2. Select the Pharmacy eServices – Self-Service tab from the header navigation menu to access the Search for a Patient screen 3. Enter the Patient ID or Last Name and Date of Birth and click Search 4. Click on the patient’s name to access their Patient Profile <p>If you would like to search for a new patient, click Search for a New Patient at the bottom of the Patient Profile.</p>
<p>How do I find patient eligibility and processing information?</p>	<p>You can view a patient’s claim history in the pharmacy portal.</p> <ol style="list-style-type: none"> 1. Log in to the OptumRx Pharmacy Portal at professionals.optumrx.com using your One Healthcare ID and password 2. Select the Pharmacy eServices – Self-Service tab from the header navigation menu to access the Search for a Patient screen 3. Enter the Patient ID or Last Name and Date of Birth and click Search 4. Click on the patient’s name to access their Patient Profile 5. The patient’s eligibility status, Rx BIN, Rx PCN, and Rx GRP are listed on left-side panel.

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<p>How do I view a patient's claim history?</p>	<p>You can view a patient's claim history in the pharmacy portal.</p> <ol style="list-style-type: none"> 1. Log in to the OptumRx Pharmacy Portal at professionals.optumrx.com using your One Healthcare ID and password 2. Select the Pharmacy eServices – Self-Service tab from the header navigation menu to access the Search for a Patient screen 3. Enter the Patient ID or Last Name and Date of Birth and click Search 4. Click on the patient's name to access their Patient Profile 5. The Claim History page will display rejected and paid claims for the patient at your pharmacy location or affiliated chain location. <ul style="list-style-type: none"> • Note: Claim History defaults to show the last 3 days of claims for the patient. If you need to change this date range to find a claim, click change dates to select the appropriate date range.
<p>How do I request a real-time refill too soon override?</p>	<p>You can request refill too soon overrides for vacation, lost or stolen medication, mail order delay or long-term care facility admit/discharge in the pharmacy portal.</p> <ol style="list-style-type: none"> 1. Log in to the OptumRx Pharmacy Portal at professionals.optumrx.com using your One Healthcare ID and password 2. Select the Pharmacy eServices – Self-Service tab from the header navigation menu to access the Search for a Patient screen 3. Enter the Patient ID or Last Name and Date of Birth and click Search 4. Click on the patient's name to access their Patient Profile 5. Locate the rejected claim on the Claim History page 6. If an override is available, there will be a Request Override button at the bottom of the claim card <ul style="list-style-type: none"> • Note: The option to request an override will not appear if the claim has any additional rejections other than refill too soon. If the option is not available, contact the Pharmacy Help Desk. 7. Click the Request Override button and select the applicable override reason 8. Click Submit Override 9. The outcome of the override request will display on the screen immediately <ul style="list-style-type: none"> • Successful override, re-run the claim in your system • Successful override with a Submission Clarification Code • Patient is not eligible for the override <p>If you receive the result "At this time, we're unable to complete your request...", please contact the Pharmacy Help Desk for further assistance.</p>

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<p>How do I search for a drug price and view alternative medications for a patient?</p>	<p>You can check the price of a medication and view formulary alternatives for a patient in the pharmacy portal.</p> <ol style="list-style-type: none"> 1. Log in to the OptumRx Pharmacy Portal at professionals.optumrx.com using your One Healthcare ID and password 2. Select the Pharmacy eServices – Self-Service tab from the header navigation menu to access the Search for a Patient screen 3. Enter the Patient ID or Last Name and Date of Birth and click Search 4. Click on the patient’s name to access their Patient Profile 5. Click the Drug Pricing tab in the bottom left corner 6. Enter required fields and click Search 7. Drug pricing results and available formulary alternatives will display <p>To search for another drug, click the Search Again button at the top of the screen</p>
<p>How do I view prior authorizations history?</p>	<p>You can view up to 12 months of prior authorizations history in the pharmacy portal.</p> <ol style="list-style-type: none"> 1. Log in to the OptumRx Pharmacy Portal at professionals.optumrx.com using your One Healthcare ID and password 2. Select the Pharmacy eServices – Self-Service tab from the header navigation menu to access the Search for a Patient screen 3. Enter the Patient ID or Last Name and Date of Birth and click Search 4. Click on the patient’s name to access their Patient Profile 5. Click the Prior Authorizations tab in the bottom left corner <ul style="list-style-type: none"> • Note: Prior Authorizations History will default to show the last 6 months of information. You can click Show 12 months if you need to look further back.
<p>What do I do if I experience technical issues?</p>	<p>Engage the technical support team at 1-855-505-8114</p>