

Frequently asked questions about the OptumRx specialty pharmacy

OptumRx is the pharmacy care services manager for your State of Michigan plan.

Online access

Informational: briovarx.com | New patient registration: briovarx.com/newpatient

1 Who is BriovaRx®? BriovaRx, the OptumRx® specialty pharmacy, offers smart touch support and care to help patients manage their conditions. Patients can take advantage of personalized patient support — at no charge — from knowledgeable pharmacists and nurses who specialize in these conditions.

Specialty medications are prescribed for complex, long-term conditions such as cancer, rheumatoid arthritis or multiple sclerosis (MS). These medications may require special handling or may be injected or infused.

2 How does a State of Michigan employee/retiree or physician contact BriovaRx? Ordering a prescription for a specialty medication through BriovaRx is easy:

- Physicians may fax prescription(s) to 1-877-342-4596
- Physicians may call BriovaRx by phone (pharmacy, doctor or member) at **1-855-427-4682** (855-4BRIOVA)
- State of Michigan employees/retirees may contact by phone (pharmacy, doctor or member) at **1-855-427-4682** (855-4BRIOVA), and BriovaRx will reach out to their physician to obtain the prescription

3 What are the BriovaRx hours of operation?

Customer service hours for placing refills, account inquiries:

- Monday – Friday 8:30 a.m. to 10:00 p.m. ET and Saturday: 8:30 a.m. to 3:00 p.m. ET
- Phone (pharmacy, doctor or member): **1-855-427-4682** (855-4BRIOVA)

A pharmacist is always available, 24 hours a day/7 days a week by calling **1-855-427-4682** (855-4BRIOVA).

4 How does a State of Michigan employee/retiree get his/her first specialty prescription(s)?

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5 How does a State of Michigan employee/retiree obtain a specialty medication refill?

A BriovaRx patient care coordinator (PCC) will call the patient 7 to 10 days before his/her next refill is due. The PCC will verify the patient is still taking the medication, verify the preferred shipping address and the contact number/email. The PCC may also ask about any side effects and provide the patient with the opportunity to speak with a nurse or pharmacist, if needed.

The patient may also contact BriovaRx directly to set up delivery by phone (pharmacy, doctor or member) at **1-855-427-4682** (855-4BRIOVA). There is 24/7 support for emergency "on-call" services.

The patient can also visit **BriovaRx.com** and log in to the patient website to request a refill.

6 Where will the State of Michigan's employee/retiree's medication and supplies be delivered?

BriovaRx will deliver the patient's medication, at no additional cost, to his/her home, physician's office or any location they choose. The patient will also receive supplies needed to administer self-injectable medication, again at no additional cost. Medications are shipped confidentially using trusted shippers.

7 Who can State of Michigan employees/retirees speak with for questions about their prescription for specialty medication or supplies?

Phone (pharmacy, doctor or member) at **1-855-427-4682** (855-4BRIOVA). There is 24/7 support for emergency "on-call" services.



OptumRx specializes in the delivery, clinical management and affordability of prescription medications and consumer health products. We are an Optum® company — a leading provider of integrated health services. Learn more at **optum.com**.

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