

UnitedHealthcare's customer service team is here to help.



Transition of care.

When your new UnitedHealthcare members or existing members are impacted by a change to your pharmacy plan and need additional time to speak with their physician about switching to a preferred or covered alternative and/or satisfying the drug's clinical program requirements, Transition of Care (TOC) can help.

- TOC allows UnitedHealthcare Customer Service to approve a one-time, one-month override on previously filled non-specialty medications that are either now excluded under the plan or have clinical review requirements (e.g., Prior Authorization, Step Therapy).
- Applies to new and existing members.
- Members simply call the number on the back of their ID card to request a TOC override.
- UnitedHealthcare Customer Service will work with your member to determine if the drug is eligible for an override.
- To be eligible, existing members must have a paid claim in their history; it doesn't apply to new medications.
- To streamline the process, members should have a denied claim in history for the drug under review.

Emergency overrides.

For times when a medication requires a Prior Authorization, a 5-day supply may be filled while the Prior Authorization review is in progress.

Starting mail service.

If your member has initiated Mail Order Service, and requires a refill prior to their medication arriving, a 30-day supply of that medication may be filled at a network retail pharmacy.

Mail order not received.

If your member doesn't receive their mail order supply of medication and verification is made that the mail order supply was sent, and in fact not received, then your member may receive a 30-day supply of their medication at a network retail pharmacy.

Vacation supply.

Taking a vacation and need to refill prior to departure? A vacation override can be made available to members so they can obtain medication in advance for extended vacations.

- The pharmacy can submit a refill request for more than a 30-day supply
- There must be enough refills on file remaining to accommodate the vacation override request. Based upon pharmacy practice regulations, additional quantities over the refills are not allowed.
- Any clinical rules such as Prior Authorization, Quantity Limits or Step Therapy, etc. still apply.



**Contact your UnitedHealthcare representative
for more information.**