

Capital Rx
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To receive real time notifications about lower cost alternatives, log into the Capital Rx Member Portal. Visit <https://app.cap-rx.com/login> or scan the QR code to download the app today.



{SystemDate-2}

Dear {First Name},

Capital Rx manages your prescription drug plan for {Organization Name}. We are committed to keeping you informed of coverage changes and what steps you can take to get the most from your benefits. We are pleased to share that effective {Change Effective Date}, Optum Specialty will be your new specialty pharmacy provider!

What You Can Expect

Capital Rx will be working directly with Walmart Specialty to transfer your current prescription(s) to Optum Specialty. This process does not include the transfer of expired prescriptions, controlled substances or those with zero refills remaining. If you would like support with requesting a new prescription from your prescriber, call Capital Rx and follow the prompts for 'specialty pharmacy'.

Set Up an Online Account to Manage Your Prescriptions Digitally

Go to the Capital Rx Member Portal at <https://app.cap-rx.com/login> to register or log in. Select 'Specialty Pharmacy'. You can submit refill requests, track orders, make payments, and update profile settings.

For newly prescribed medications as of {Change Effective Date}:

Call Capital Rx Customer Care at **{Toll Free Number}** 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 new order or update account information.

If your prescription needs a prior authorization, your prescriber may need to take extra steps to submit your prescription. To read more about prior authorizations, visit <https://cap-rx.com/members/> or call Capital Rx Customer Care.

Optum Specialty Pharmacy offers education and support programs to help manage your condition, including:

- Secure delivery: Delivery to your home or address you choose at no cost to you.

- Supplies: Therapy-related, ancillary medical supplies at no additional cost to you.
- 24/7 support: Expert clinicians available 24/7 to answer questions and provide support.
- Financial assistance: Help with finding financial aid like copay cards, grants, foundations, and manufacturer program discounts.
- Virtual visits: Secure video chat with a clinician to review medication and storage guidelines, get injection training, and ask questions about your care, all from the privacy of your home.
- Video series: Feel more connected to others with the same condition and learn more about your treatment through patient and clinician videos.
- Digital support: Get refill reminders through text or email, and manage your account and medications online 24/7.
- Centers of Excellence: Additional resources and targeted support for select therapies through our Centers of Excellence.

Please note: If Optum Specialty does not dispense your specific medication, please contact Capital Rx at {Toll Free Number} for assistance.

Please contact Capital Rx Customer Care at {Toll Free Number} if you have questions about your pharmacy benefit or have concerns regarding these changes. We are available 24 hours a day, 7 days a week.

Sincerely,
Capital Rx