

Transition of Care – Pharmacy with OptumRx

If you are a new or existing UnitedHealth care member and need help with a drug rejecting at the pharmacy or need additional time to speak with your physician about switching to a preferred or covered alternative medication and/or satisfying their drug's clinical program requirements, the manual 30-day Transition of Care (TOC) process can help.

- Manual TOC applies to both new and existing members
 - Members simply call the number on the back of their ID card to request a TOC Override for UHC coverage (855-248-0896) Surest coverage (866-683-6440)
 - UHC Customer Service will work with you to determine if your drug is eligible for a 30-day Transition of Care override
 - For existing members to be eligible, you must also have a paid claim within the last 120 days of your Rx history. The override may not be available for new medications.
- Existing members should have a denied claim in their history for the drug under review to help streamline the process.

