

# OPTUM FAQ's

## Why is my Express Scripts card not working?

Effective 7/1/2023, Optum Rx is your new prescription provider. Please contact Optum to inquire how this change will affect you.

Optum Dedicated Number: 800-372-8563  
Specialty Number: 877-838-2907

## Why couldn't I use my Express Scripts card to get my medication over the weekend?

Effective 7/1/2023, Optum Rx is your new prescription provider. Please contact Optum Rx to inquire how this change will affect you.

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Specialty Number: 877-838-2907

## I went to the pharmacy and they told me you cancelled my coverage effective 7/1/2023?

Effective 7/1/2023, Optum Rx is your new prescription provider. Please contact Optum to inquire how this change will affect you.

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Specialty Number: 877-838-2907

## Why didn't anyone tell me we are no longer with Express Scripts?

We notified employees regarding this change during Open Enrollment. Please review the packet sent from Insurance and Benefits by mail. Please feel free to contact Optum to inquire how this change will affect you.

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## I was approved for this medication by Express Scripts and Optum Rx says it is not approved?

Optum Rx has a list of employees and dependents that are preapproved for medication provided by Express Scripts. These employees are grandfathered for 90 days. Please have your prescribing provider contact Optum Rx to start the approval process on your behalf.

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## I have not received my Optum Rx card by mail. What do I do in the mean time to get my prescriptions?

New pharmacy cards have been sent via mail. However, if you need to fill a prescription before receiving your card, you can use the temporary card provided at the following link: [Temporary Pharmacy ID Card](#). On the bottom left of the temporary card, you will find a box with the City of Albuquerque's RX Group # CABQ. When visiting the pharmacy, they will require either the employee's name or social security number (SSN) to process your prescription.

\*\* Members can fill at any retail pharmacy within the broad network (which encompasses almost all retail pharmacies.) However, if a member has a 90-day maintenance medication, they are required to use Walgreens, Optum home delivery, or your 9 preferred local pharmacies.

**LINK:** Learn more at [optumrx.com/getstarted](https://optumrx.com/getstarted).

**City of Albuquerque's RX Group #: CABQ**