



BriovaRx is becoming Optum Specialty Pharmacy

We've been part of the Optum family for years, and now we're changing our name to have a more consistent brand experience.

Only our name is changing, everything else will stay the same. You'll contact the same pharmacies and work with the same team members you work with today. Below are answers to some frequently asked questions (FAQs) about the name change, and what it means for you.

Pharmacy name changes

1. What is changing?

Though our name and logo will be different, everything else will stay the same. You'll still call the same phone number to reach your care team. And you can expect the same great service, supportive staff and hands-on care.

2. When will this change happen?

You'll start to see the Optum® Specialty Pharmacy name in the coming months and into 2020.

This kind of change takes time. Over the next year, you may see both brands when you use your specialty pharmacy.

How will this affect my specialty prescriptions?

At this time, nothing will change for you, you'll just start to see the new name wherever you used to see BriovaRx.

Website/member portal

3. Can I continue to see my prescription information online?

You can continue to use **BriovaRx.com** or **specialty.optumrx.com** to see your specialty prescription information. If and when the website address changes, you will be redirected to any new site and we'll let you know if you need to take any action. If you already use the BriovaRx patient website, your login information will not change. If you are not already registered, you can use your first prescription information to register.

Specialty medications

4. Will there be changes in how I order my specialty prescriptions?

For now, there are no changes in how you order your specialty prescriptions. You will continue to place new and refill specialty orders by:

- **Web and mobile app:** Log in to the website at **BriovaRx.com** or **specialty.optumrx.com** or use the mobile app to place your order.
- **Phone:** **1-855-427-4682** or the phone number on your prescription label.
- **Doctor:** Tell your doctor to continue ePrescribing using the same information from your past prescriptions.

Non-specialty medications

5. I receive non-specialty medications from OptumRx. How does this impact me?

The non-specialty pharmacy benefits and services you receive will not change. Please continue to order your non-specialty prescriptions as you do today.

Customer service

6. What if my question is not answered here?

If these FAQs have not answered your questions, simply call customer service at the member phone number on your ID card.



All Optum trademarks and logos are owned by Optum, Inc. All other trademarks are the property of their respective owners.

© 2019 Optum, Inc. All rights reserved. WF1387780_190918