

# Prescription drug program Medicaid Direct Member Reimbursement Form

Use this form to get refunded if you paid retail cost for your covered prescription drug(s).

## You can submit this form for any of these reasons:

- You're a new member and didn't have your prescription ID card.
- Your pharmacy couldn't find your information in the pharmacy system.
- You were discharged from an inpatient facility after service hours.
- Your primary insurance has already paid for the attached prescription (Coordination of Benefits).
- You had an emergency outside of where you live and didn't have your prescription ID card (Provide proof of Urgent Care or Emergency Room Explanation of Benefits).

## Read carefully before mailing your completed form.

- You must include the original prescription label receipt(s) and credit card or cash register receipts as proof of purchase.
- Submitting this form doesn't guarantee that you will get paid back.
- Claims will be subject to limitations, exclusions and other provisions of the Plan Benefit.
- Any refund or mailings will be sent to the primary plan member.
- The claim(s) will be returned if the form is not completed and signed by the plan member.

## Your receipt(s) must have the following information:

- Pharmacy name
- Drug name, strength and quantity
- Prescribing doctor's name
- Prescription number and date filled
- The amount the member paid for the prescription(s)
- If we can't read your receipts, your payment could be delayed, or you may not get paid back.

## Mail the completed form and receipt(s) to:

Optum Rx  
P.O. Box 650334  
Dallas, TX 75265-0334

## Questions?

Call the toll-free Member Services number on your member ID card.

## Member information (Please print)

Health plan (insurance) name	Member ID	Date of birth
Last name, First name, MI		
Mailing address		
Prescribing doctor's name	Prescribing doctor's phone number	

## Reason for request (At least one reason must be selected)

- I'm a new member and didn't have my prescription ID card.
- My pharmacy couldn't find my information in the pharmacy system.
- I was discharged from an inpatient facility after service hours.
- I had an emergency outside of where I live and didn't have my prescription ID card  
(Provide proof of Urgent Care or Emergency Room Explanation of Benefits).
- My primary insurance has already paid for the attached prescription (See Coordination of Benefits section below).

## Coordination of Benefits

Only fill out this section if your primary insurance has already paid for the attached prescription.

Primary health plan/Insurance company	
Primary member name (Last name, First name, MI)	
Primary member ID	Date

## By signing this form I'm confirming that:

- The member for whom this claim is made is covered by this prescription drug program.
- This prescription is only for the named member.
- The claims I submitted for payment aren't eligible for payment under a no-fault automobile or workers' compensation insurance program.
- I authorize the release of all information for this claim to the plan administrator, underwriter, sponsored policy holder and/or employer.

Signature	Date
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**Please keep a copy of this form and receipts for your records.**



UnitedHealthcare does not discriminate on the basis of race, color, national origin, sex, age or disability in health programs and activities.

We provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call Member Services toll-free at **1-877-597-7799**, TTY **711**, 8 a.m. – 5 p.m., Monday – Friday.

ATENCIÓN: Si habla español, hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al número de teléfono gratuito que aparece en su tarjeta de identificación.

UnitedHealthcare no discrimina en base a raza, color, origen nacional, sexo, edad ni discapacidad en los programas o actividades de salud.

Ofrecemos servicios gratuitos para ayudarle a comunicarse con nosotros. Tales como, cartas en otros idiomas o en letra grande. O bien, puede solicitar un intérprete. Para pedir ayuda, por favor llame gratis a Servicios para Miembros al **1-877-597-7799**, TTY **711**, de 8 a.m. a 5 p.m., de lunes a viernes.

UnitedHealthcare Community Plan is a trade name of UnitedHealthcare Insurance Company in the HHSC STAR+PLUS MRSA and STAR Kids Service Delivery Areas and UnitedHealthcare Community Plan of Texas L.L.C. in all other HHSC Medicaid/CHIP Service Delivery Areas.

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