



## **City of Amarillo Pharmacy Benefit Information**

- **OptumRx In-Network Amarillo-Canyon Pharmacies as of 1.1.2026**
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## OptumRx In-Network Amarillo-Canyon Pharmacies as of 1-1-2026

Pharmacy	Address	City, State, Zip
Amerita	603 Quail Creek Dr Spc 700	Amarillo, TX 79124
Catchings Prescriptions	1900 S Coulter St Ste F	Amarillo, TX 79106
CVS Pharmacy #1543	7301 Hillside Rd	Amarillo, TX 79119
CVS Pharmacy #16057	8201 W Interstate 40	Amarillo, TX 79121
CVS Pharmacy #7757	3340 S Western St	Amarillo, TX 79109
CVS Pharmacy #7762	2012 S Washington St	Amarillo, TX 79109
CVS Pharmacy #7765	317 E Amarillo Blvd	Amarillo, TX 79107
J O Wyatt Community Health Center Pharmacy	1411 E Amarillo Blvd	Amarillo, TX 79107
Kings Pharmacy	1600 S Coulter St Ste 307	Amarillo, TX 79106
MARKET STREET PHARMACY #526 526	2530 S GEORGIA	Amarillo, TX 79109
MARKET STREET PHARMACY #688 688	8761 SOUTH COULTER	Amarillo, TX 79109
Martin Tipton Pharmacy	1501 S Tyler St	Amarillo, TX 79101
MEDI-DRIVE PHARMACY	507 23RD ST	Canyon, TX 79015
NORTHWEST TEXAS HOSPITAL PHARMACY	1501 S COULTER ST	Amarillo, TX 79106
Panhandle Surgical Hospital Inpatient Pharmacy	7100 SW 9th Ave	Amarillo, TX 79106
Sams Club Pharmacy #8279	2201 Ross Osage St	Amarillo, TX 79103
SAM'S CLUB PHARMACY 10-7676	8952 WESTGATE PKWY WEST	Amarillo, TX 79124
TEXAS ONCOLOGY PHARMACY	1826 POINT WEST PKWY	Amarillo, TX 79124
United Market Street Pharmacy #526	2530 S Georgia St	Amarillo, TX 79109
United Pharmacy #522	4701 S Washington St	Amarillo, TX 79110
United Pharmacy #523	5601 W Amarillo Blvd	Amarillo, TX 79106
United Pharmacy #529	5807 SW 45th Ave Ste 100	Amarillo, TX 79109
UNITED PHARMACY #532	201 N 23RD ST	Canyon, TX 79015
United Supermarket Pharmacy #527	1501 E Amarillo Blvd	Amarillo, TX 79107
United Supermarket Pharmacy #530	3552 S Soncy Rd	Amarillo, TX 79119
United Supermarket Pharmacy #533	3400 River Rd	Amarillo, TX 79107
Walgreens Pharmacy #13010	2205 SE 34th Ave	Amarillo, TX 79103
Walgreens Pharmacy #1304	5709 W Amarillo Blvd	Amarillo, TX 79106
Walgreens Pharmacy #13124	4504 S Western St	Amarillo, TX 79109
Walgreens Pharmacy #5611	801 N Fillmore St	Amarillo, TX 79107
Walgreens Pharmacy #5612	3320 Bell St	Amarillo, TX 79106
Walgreens Pharmacy #5613	5921 Hillside Rd	Amarillo, TX 79109
Walgreens Pharmacy #6501	2601 S Georgia St	Amarillo, TX 79109
Walmart Pharmacy #3383	4215 Canyon Dr	Amarillo, TX 79110
Walmart Pharmacy #5216	5730 W Amarillo Blvd	Amarillo, TX 79106
Walmart Pharmacy #755	4610 S Coulter St	Amarillo, TX 79119
Walmart Pharmacy #822	3700 Hwy I-40 E	Amarillo, TX 79103





# Discover the convenience of home delivery from OptumRx



Home delivery is safe and reliable, and you get:

- A three-month supply of your medication, saving you time and possibly money
- Free standard shipping
- Phone access to pharmacists 24 hours a day, 7 days a week
- Helpful reminders letting you know when to take or refill your medications

**It's easy to sign up and start saving. Just choose one of the options below:**

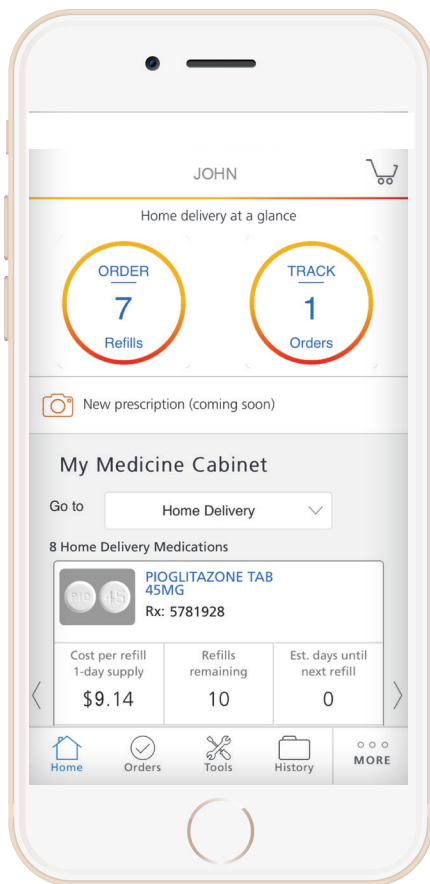
- Ask your doctor to send an electronic prescription to OptumRx.
- Visit **optumrx.com** or use the OptumRx app. From there, you can fill new prescriptions, transfer others to home delivery and more.
- Call the toll-free number on your member ID card to speak to a customer service advocate.



**Manage your medication from your mobile phone. Download the OptumRx® app today.**



# The OptumRx app



**The OptumRx® App makes the online pharmacy experience as simple as possible. You can easily:**

- Refill or renew a home delivery prescription
- Transfer a retail prescription to home delivery
- Find drug prices and lower-cost options
- View your prescription claim history or order status
- Locate a pharmacy
- Access your ID card, if your plan allows
- Set up refill reminders
- Track your order

**Download the OptumRx App now**  
from the Apple® App Store or Google Play™.





## The OptumRx App: the most convenient way to manage your prescriptions.

### Simple

You can easily refill a medication or transfer a retail prescription to home delivery.

### Current

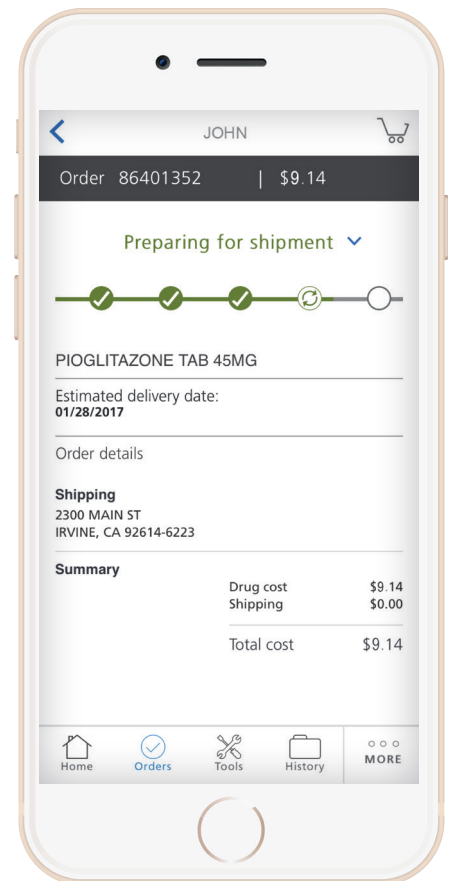
Prescription Drug Lists change frequently; the OptumRx App updates automatically, giving you quick access to the most current drug coverage information.

### Personalized

Access a complete profile of your prescriptions when you view your online Medicine Cabinet. You can see all your recent and past prescriptions.

### Save time and money

Compare prescription drug options as well as identify potential cost savings.



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

Free services are provided to help you communicate with us, such as letters in other languages or large print. You may also ask to speak with an interpreter. To ask for help, please call the toll-free phone number listed on your ID card.

ATENCIÓN: Si habla **español (Spanish)**, La compañía no discrimina por raza, color, nacionalidad, sexo, edad o discapacidad en actividades y programas de salud.

Se brindan servicios gratuitos para ayudarle a comunicarse con nosotros, como cartas en otros idiomas o en letra grande. También puede solicitar comunicarse con un intérprete. Para solicitar ayuda, llame al número de teléfono gratuito que figura en su tarjeta de identificación.

請注意：如果您說中文 (**Chinese**)，公司不会基于种族、肤色、国籍、性别、年龄或残疾而在健康计划和活动中歧视任何人。

为帮助您与我们沟通，我们提供一些免费服务，例如用其他语言书写的信件或大字体。您也可以要求与口译员对话。欲寻求帮助，请拨打您的 ID 卡上列出的免费电话号码。



OptumRx specializes in the delivery, clinical management and affordability of prescription medications and consumer health products. We are an Optum® company — a leading provider of integrated health services. Learn more at [optum.com](https://www.optum.com).

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# Broad Pharmacy Network

## Chains and PSOs<sup>1</sup>

The Broad Pharmacy Network is comprised of more than 67,000<sup>2</sup> pharmacies which equates to over 93 percent of available retail pharmacies. This network provides members and customers convenient access to all major chains, grocery store pharmacies, mass merchants, small chains, Pharmacy Services Administrative Organizations (PSAOs), and independent pharmacies throughout the United States (including Puerto Rico, Guam, and the Virgin Islands).<sup>3</sup> Our Broad Pharmacy Network offers customers competitive negotiated discounts including a 90-day supply component; however, customers can maximize 90-day savings with one of our 90-day retail program offerings.

A		
A S MEDICATION SOLUTIONS LLC		
ABERDEEN AREA IHS		
ABS LLC SO CAL AND IMW		
ACCELERATE SPECIALTY NETWORK		
AHS -ST JOHN PHARMACY		
AIDS HEALTHCARE FOUNDATION		
ALBERTSONS LLC		
ALBUQUERQUE AREA OFFIC		
ALIGNRX (783)		
ALIGNRX RURAL		
ALLINA COMMUNITY PHARMACIES		
ALTO PHARMACY, LLC		
AMBER SPECIALTY PHARMACY		
AMERITA INC		
APPALACHIAN REG HLTH CARE		
ASSOCIATED FRESH MARKET INC		
ASTRUP DRUG INC		
ATLAS SPECIALTY		
ATRIUS HEALTH		
AURORA PHARMACY INC		
B		
BAILEY'S PHARMACY		
BALLS FOUR B CORP		
BAYLOR HEALTH ENTERPRISES		
BEMIDJI AREA IHS		
BENESCRIPS		
C		
BIG Y FOODS INC		
BILLINGS AREA INDIAN HLTH SVC		
BIORX LLC		
BREVARD HEALTH ALLIANCE		
BROOKSHIRE BROS INC		
D		
CARDINAL HEALTH 132, LLC		
CARE PHARMACIES COOPERATIVE INC		
CARRS QUALITY CENTER		
CCERT		
CENTERWELL PHARMACY INC		
CENTERWELL PHARMACY INC.		
CENTRAL DAKOTA PHARMACIES		
CENTRAL FLORIDA HEALTH CARE PHARMAC		
CENTRUM MEDICAL CENTER		
CHAS HEALTH		
CHEN NEIGHBORHOOD MEDICAL CENTERS		
CHEROKEE NATION HEALTH SERVICES PHA		
CHI HEALTH RETAIL PHARMACIES		
CHI PHARMACY		
CHICKASAW NATION DIVISION OF HEALTH		
CHILDREN'S MERCY HOSPITAL PHARMACIE		
CHOCTAW NATION HEALTH CARE SERVICES		
E		
CIGNA MEDICAL GROUP PHARMACY		
CITY MARKET INC		
CLEVELAND CLINIC PHARMACIES		
COBORN'S CORP PHARMACY OFFICE		
COLLIER DRUG STORES INC		
COMMON COMPOUNDS INC		
COMMUNITY HEALTH CENTERS INC		
COMMUNITY HEALTH SYSTEMS INC		
COMPLETE CLAIMS PROCESSING INC		
CONCIERGE MEDICAL MANAGEMENT GROUP		
CONCORD FOOD STORES INC		
COOK COUNTY		
COOPHARMA		
COSTCO PHARMACIES		
CVS PHARMACY IN TARGET		
CVS PHARMACY INC		
F		
DALLAS METROCARE SERVICES		
DCHD		
DEDICATED SENIOR MEDICAL		
DENVER HEALTH AND HOSPITAL AUTHORIT		
DILLON STORES		
DISCOUNT DRUG MART INC		
DOCTORS CHOICE PHARMACIES		
DRDISPENSE		
DUHS-CHAIN		

## Broad Pharmacy Network Chains and PSOs

<b>E</b>	HEALTH MART ATLAS 841	MARTINS SUPER MARKETS INC
ECKERDS PHARMACY	H-E-B LP	MAXOR NATIONAL PHARMACY SERVICES LL
ELEVATE PROVIDER NETWORK 626	HENRY FORD HEALTH SYSTEM	MAXORXPRESS
ELEVATE PROVIDER NETWORK 638	HI SCHOOL PHARMACY	MAYO CLINIC HEALTH SYSTEM NORTHWEST
ELEVATE PROVIDER NETWORK 904	HOMELAND STORES INC	MAYO CLINIC PHARMACY
ELEVATE PROVIDER NETWORK 959	HOMETOWN PHARMACIES	MCHUGH
EPIC PHARMACY NETWORK INC	HOMETOWN PHARMACY	MCR HEALTH, INC.
ESKENAZI HEALTH	HY-VEE INC	MDS RX
ESSENTIA HEALTH PHARMACIES	<b>I</b>	MEDICAP PHARMACIES INC
EXPRESS RX	IHC HEALTH SERVICES INC	MEDICINE SHOPPE
<b>F</b>	INGLES MARKETS PHARMACY	MEIJER INC
FAIRVIEW HEALTH SERVICES	INSTY MEDS	MEMORIAL HEALTHCARE SYSTEM PHARMACI
FAIRVIEW PHARMACY SERVICES LLC SERV	INTEGRIS PROHEALTH PHARMACY	MERCY HEALTH SYSTEM RETAIL PHCY
FAMILY HEALTH CENTERS OF SOUTHWEST	INTEGRITYRX AMERICA	MERCY PHARMACY
FARMACIA CARIDAD / CARIBE PHARMACY	<b>J</b>	MHA LONG TERM CARE NETWORK
FARMACIAS PLAZA	JANELL HANSEN	MULTICARE OUTPATIENT PHARMACIES
FIRST COAST HEALTH SOLUTIONS	JORDAN DRUG INC	MUSCOGEE CREEK NATION HLTH SYSTEM
FOOD CITY K VA T FOOD STORES INC	JPS HEALTH SYSTEM OUTPATIENT PHARMA	MYRX
FOOD LION LLC	<b>K</b>	<b>N</b>
FOUNDER PROJECT RX, INC.	KABAFUSION	NAI SATURN EASTERN LLC
FRED MEYER INC	KING KULLEN PHARMACY CORP	NASH FINCH COMPANY
FRUTH PHARMACY INC	KING SOOPERS PHARMACY CO	NAVAJO AREA IHS
FRYS FOOD AND DRUG STORES	KINNEY DRUGS	NAVARRO DISCOUNT PHARMACIES LLC
<b>G</b>	KLEINS FAMILY MARKETS	NE OH NEIGHBORHOOD HEALTH SRVS
GENESIS PHARMACIES	KLINGENSMITHS DRUG STORE INC	NEW ALBERTSONS LP
GENOA HEALTHCARE, LLC	KOHL'S RX	NORTHEAST PHCY SVCE CORP
GERIMED LTC NETWORK INC	KS PHARM LLC	NOVANT HEALTH PHARMACIES
GIANT EAGLE INC	<b>L</b>	NOVO PSO
GLOBAL	LEADER DRUG STORES INC	<b>O</b>
GOOD DAY PHARMACY	LEADER PUERTO RICO	OCHSNER PHARMACY AND WELLNESS LLC
GREATER LAWRENCE FAMILY HEALTH CENT	LEWIS DRUGS, INC.	OK AREA INDIAN HEALTH SERVICE PHCY
GREENVILLE HEALTH CORPORATION	LINS PHARMACY	OMNICARE, LLC
<b>H</b>	LOMA LINDA UNIV MED CTR	OMNICELL SPECIALTY PHARMACY SERVICE
HAGGEN PHARMACIES	LONGS DRUG STORES CALIFORNIA LLC	ONCOLOGY PHARMACY SERVICES INC
HANNAFORD BROS CO LLC	LONG'S PHARMACY SOLUTIONS	ONCOMED SPECIALTY LLC
HARMONS CITY INC	<b>M</b>	OPTUM HOME DELIVERY
HARRIS COUNTY HOSPITAL DISTRICT	M K STORES INC	OPTUM INFUSION SERVICES, INC.
HARRIS TEETER INC	MACEYS INC	
HARTIG DRUG CO CORP	MARC GLASSMAN INC	
HEALTH MART ATLAS 605	MARIANOS PHARMACIES	
HEALTH MART ATLAS 630	MARICOPA INTEGRATED HEALTH SYSTEM	
	MARSHFIELD CLINIC PHARMACY	



## Broad Pharmacy Network Chains and PSOs

OPTUM SPECIALTY	REASOR	TOM THUMB PHARMACIES
OPUS ISM LLC	REDNERS MARKETS INC	TOPS MARKETS LLC
ORLANDO HEALTH INC.	REMEDI SENIORCARE	TRIHEALTH G LLC DBA GHA PHARMACY
OSBORN DRUGS GROUP	RIDLEYS FOOD AND DRUG	TRINET
<b>P</b>	RITE AID CORPORATION	TRINET II
PATIENT FIRST CORPORATION	ROGERS PHARMACY	TUCSON AREA IHS
PCORP, LLC	ROUNDYS PHARMACIES	<b>U</b>
PEOPLES PHARMACY	RURAL HEALTH CARE INC	U HEALTH PHARMACIES
PHARMACY CORPORATION OF AMERICA	RX DEVELOPMENT ASSOCIATES	UCDHS PHARMACIES
PHARMACY FIRST	RXSELECT PHARMACY NETWORK	UCSD MEDICAL CENTER PHCY
PHARMACY FIRST PR	<b>S</b>	UHS CENTRX PHARMACY
PHARMACY PLUS INC	SAFEWAY INC	UNITED SUPERMARKETS LLC
PHARMACY4HUMANITY	SAINT JOSEPH MERCY PHARMACY	UNIVERSITY OF KENTUCKY PHARMACIES
PHARMEDQUEST	SAKER SHOPRITES INC	UVA MEDICAL CENTER AMBULATORY PHARM
PHARMERICA	SAM'S CLUB EAST & WEST INC	UW HEALTH PHARMACY SERVICES
PHOENIX AREA IHS	SANTA CLARA VALLEY HEALTH AND HOSPI	<b>V</b>
PILL BOX DRUGS INC	SAV MOR DRUG STORES	VCU HEALTH SYSTEM
PILLPACK LLC	SCRIPT MANAGER LLC	VILLAGE SUPERMARKETS
PLANNED PARENTHOOD OF GREATER OHIO	SEIP DRUG LLC	VIRGINIA MASON MEDICAL CTR
PLANNED PARENTHOOD OF NORTHERN NEW	SHARP REES-STEALY PHARMACIES	VONS COMPANIES INC
PLANNED PARENTHOOD OF THE PACIFIC S	SHAWS SUPERMARKETS INC	<b>W</b>
PMR US HOLDINGS	SHOPRITE FINANCIAL SERVICES	WALGREENS DRUG STORE
POC MANAGEMENT GROUP LLC	SHOPRITE SUPERMARKETS	WALMART STORES INC
POC NETWORK TECHNOLOGIES INC	SMITHS FOOD AND DRUG CENTER INC	WEGMANS FOOD MARKETS, INC.
PORTLAND AREA IHS	SOUTHEASTERN PREFERRED PHARMACY ORG	WEIS PHARMACIES INC
PREMIER PSOA	STAR DISCOUNT PHARMACY INC	WELGO PSOA
PRESBYTERIAN MEDICAL SERVICES	STOP AND SHOP PHARMACY	WMS
PRICE CHOPPER HOUSE CALLS PHARMA	SUNCOAST COMMUNITY HEALTH CENTERS I	<b>Y</b>
PRIME HEALTHCARE SERVICES	SUPERVALU PHARMACIES INC	YAKIMA VALLEY FARM WORKERS CLINIC
PROCARE PHARMACY LLC	<b>T</b>	YOKES FOODS INC
PROSANO HEALTH SOLUTIONS INC	TAMPA FAMILY HEALTH CENTER INC	<b>Z</b>
PROVIDERPAY	TATA GROUP	ZALLIE SUPERMARKETS
PUBLIC HEALTH TRUST OF DADE COUNTY	THE BARTELL DRUG COMPANY	
PUBLIX SUPER MARKETS INC	THE INFUSION NETWORK	
<b>Q</b>	THE KROGER CO	
QUALITY FOOD CENTERS INC	THE MEDICINE CABINET	
<b>R</b>	THE METROHEALTH SYSTEM PHARMACY	
RALEY'S	THE UNIVERSITY OF KANSAS HOSPITAL P	
RALPHS PHARMACY	THRIFTY DRUG STORES INC	
RANDALLS FOOD & DRUGS LP	TIMES SUPERMARKET	

Visit **optumrx.com** to search for other pharmacies in your network, or to look up drug pricing information. If you have questions, call the number on your member ID card.

This list represents the top utilized pharmacy providers based on store volume. This list is not all inclusive.

1. (PSAO) Pharmacy Services Administrative Organizations contract with select high performing chain and independent pharmacies that have demonstrated success with generic drug utilization and cost containment.
2. Number of pharmacies shown is approximate and may vary based on store openings, closing, and network actions. Network participants are subject to change.
3. Network participation may vary based on market and state requirements.



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# Welcome to your specialty pharmacy

Optum Rx offers specialty medication support through Optum Specialty Pharmacy so that you can get specialty prescriptions and personalized support the way you want it.

## What is a specialty medication?

A specialty medication may be injected, infused, taken by mouth or inhaled. It's different from other medication because it:

- May need ongoing clinical oversight and extra education
- May have unique storage or shipping needs
- May not be filled at retail pharmacies
- May need infusion or home nursing

## What services does the specialty pharmacy provide?

You'll get access to these helpful resources.

### Easy prescriptions

- Get medications delivered on time, accurately, and affordably
- Order refills by phone or online\*
- Receive support through virtual visits, calls, live chat, or text

### Expert guidance

- Connect with a clinician to help manage your medications
- Find out about financial help for your medication
- Learn more about your condition and treatment through videos

**We're here for  
you 24/7**

**1-855-427-4682**

**(TTY 711)**

**[specialty.optumrx.com](https://specialty.optumrx.com)**

**Sign in or  
register today**





# Guiding your health journey

Managing and living with a complex health condition is challenging. We're here for you when you need us.



## Getting started

Call **1-855-427-4682** to switch.

Pharmacists and patient care coordinators are ready 24/7 to help you:

- Transfer your prescription
- Find affordable ways to get your medication
- Explain how to use the specialty pharmacy



## Personalized support

We're always ready by phone to answer questions about your medication, side effects and more. You can also use the tools below:

**Virtual visits** – Set up a video chat with an expert in your condition. Ask questions from the privacy of your home. You can even record your session to review later or to share with your caregivers.

**Video series** – Watch videos from other patients with specialty conditions. Hear about their treatment and how they are doing.



## Working with your pharmacist or nurse

- Tell us how your therapy is going, if you're having trouble keeping up, having side effects or forgetting to take your medication.
- We can help you find wellness programs to help you stay on track.
- If you're part of a clinical management program, follow your care plan and tell us about any new medications you're taking.



## Staying on track

A few days before your next fill, we'll send you a refill reminder by email, phone or text. Call us to sign up for text messages.

Optum® Specialty Pharmacy can only fill specialty medications. Use your home delivery or retail pharmacy for your non-specialty prescriptions. You may pay less with home delivery and lower-cost options.

\*Some medications for more complex conditions do not qualify for online ordering. Call 1-855-427-4682 and speak with a patient care coordinator to order those refills.



Optum Rx specializes in the delivery, clinical management and affordability of prescription medications and consumer health products. We are an Optum® company – a leading provider of integrated health services. Learn more at [optum.com](https://www.optum.com).

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Optum Specialty Pharmacy is affiliated with Optum Rx, a pharmacy benefits manager. You may not be required to use Optum Specialty Pharmacy for your specialty medication. There may other pharmacies available in your network. Call the customer service number on your member ID card or visit your plan website and use the pharmacy locator to view listings. Your receipt of this communication is acknowledgment of the information provided. You may contact the customer service number on your member ID card for any questions or concerns.

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# Important Information About Your Specialty Rx Benefit

*You may be eligible to participate in the Optum Variable Copay program, designed to help you save money on your specialty drug prescriptions.*

**Here's some information to help you better understand your specialty pharmacy benefit and the Optum Variable Copay program.**

## **How Optum Variable Copay Works**

Optum Variable Copay is a program offered by Optum Specialty Pharmacy (Optum) that enables eligible members to apply third-party (manufacturer) copay assistance program funds towards their prescription drug costs when they fill their specialty drug prescriptions through Optum's Specialty Pharmacy. You will need to sign up for a manufacturer coupon program and share the details with Optum Specialty Pharmacy. If you are filling an eligible medication at the pharmacy for the first time and have not already enrolled, your claim will process as normal and will apply your full applicable Plan cost share, i.e. deductible and/or copays.

Once enrolled, **you will only pay the mandated patient pay amount determined by the manufacturer for medications on your plan's specialty drug list dispensed by Optum.** Whether you receive a new prescription for an expensive specialty medication OR move from another specialty pharmacy to Optum, your medication is often subject to a Utilization Management review. This is done to ensure the you receive safe, effective medication for your condition at the lowest possible cost to you and your plan. In order for you to receive your medication as quickly as possible, we recommend that you contact your doctor to initiate the review.



## What Your Doctor Needs to Do

In most instances, your doctor will need to create and submit a Prior Authorization medication review. You or your doctor can call or fax RxBenefits to speak with an RxBenefits team member. We will work with your doctor to take care of the necessary paperwork to continue your therapy or move you to an equally effective drug. The quickest way is to email it to **PASupport@RxBenefits.com** or to fax it to **888.610.1180**. If they prefer, they can also call us at **888.608.8851**. Please note that in all cases, RxBenefits will request your member ID.

Your doctor will need to create and submit a Prior Authorization medication review and **we highly recommend that you let them know to initiate this process.**



If you have any questions, remember that the RxBenefits' Member Services team is here to help Monday – Friday from 7:00 a.m. to 8:00 p.m. CT at **800.334.8134** or **CustomerCare@rxbenefits.com**.





**Dear City of Amarillo Pharmacy Plan Member,**

RxBenefits will be your new pharmacy provider for the City of Amarillo beginning January 1, 2026. You previously received information from the City of Amarillo's Human Resources Department regarding this change. This packet is designed to provide you with information regarding this transition of pharmacy vendors from MaxorPlus to RxBenefits using Optum Rx. RxBenefits administers the prescription drug program on behalf of the City of Amarillo and Optum Rx serves as the pharmacy benefit manager that dispenses the prescriptions.

**What you need to know**

This welcome packet is designed exclusively for you and your enrolled dependents in the medical benefits and provides helpful resources that provide important information about your pharmacy plan, including the following enclosures:

- **Prescription Benefits Coverage for City of Amarillo:** This document provides information regarding the pharmacy benefits provided under the City of Amarillo's pharmacy plan with RxBenefits that begins January 1, 2026.
- **Optum Rx App:** Beginning January 1, 2026, you can download the Optum Rx App on your phone. Additional Information on what is available on the App can be found on the enclosed flier.
- **Optum Specialty Pharmacy:** If you or your enrolled dependents are taking specialty medications, Optum Specialty Pharmacy will be filling these prescriptions beginning January 1, 2026. If you have questions regarding this change prior to January 1, 2026, you can contact RxBenefits Member Services at the phone number provided below. Refer to the enclosed flier for more information about this benefit.

**Key Points Regarding your Pharmacy Benefits**

Access to your pharmacy benefits with RxBenefits using Optum Rx will be available beginning January 1, 2026.

- **Prescription Co-Pays:** This information is provided in the enclosed Prescription Benefit Coverage document.

### **Key Points Regarding your Pharmacy Benefits (Continued)**

- **RxBenefits Member Services and Portal**
  - **Member Services:** If you have questions about your pharmacy benefits, contact the RxBenefits Member Services Team using any of the following options.
    - **Chat with a live agent via the RxBenefits member portal:**  
Monday-Friday, 9:00 a.m. to 6:00 p.m. Central
    - **Email:** [CustomerCare@RxBenefits.com](mailto:CustomerCare@RxBenefits.com)
    - **Call:** 1-800-334-8134, Monday-Friday, 7:00 a.m. to 8:00 p.m. Central
  - **Member Portal - RxBenefits.com:** Access your pharmacy benefits information 24/7 from any device by registering on the My RxBenefits member portal at **Member.RxBenefits.com**. Once registered, you can set up your communication preferences, chat with a live agent, and so much more.
- **Options Available to Fill Your Prescriptions**
  - **In-Network Retail Pharmacies**
    - **Optum Rx Website:** Go to [optumrx.com](https://optumrx.com) and register by creating an account to get started. Once registered, you can locate a pharmacy.
    - **Optum App:** – Once the App is downloaded (see enclosed flier) and you register for the first time you can locate a pharmacy.
  - **Mail Order** – Visit [optumrx.com](https://optumrx.com) or use the Optum Rx App where you can sign up for home delivery for a three-month supply of your medication (excludes specialty prescriptions).
  - **Optum Specialty Pharmacy**
    - Available 24/7 by phone 1-855-427-4682.
    - Sign in or register for the first time at [specialty.optumrx.com](https://specialty.optumrx.com).
  - **ID Card**
    - You will receive a new medical ID card from Aetna (that includes prescription information on the back of the card). Your new card will be mailed in December to the home address provided in Workday.
    - If you need to fill a prescription before your card arrives, provide the pharmacy with the following information: RXBIN: 610011, RXPCN: IRX, and RXGRP: RXBENEFIT.

Sincerely,  
Your RxBenefits Team



# Prescription Benefit Coverage

City of Amarillo | Administered by RxBenefits, Inc. and Optum, Effective January 01, 2026

**Note:** Members may contact RxBenefits Member Services at 1.800.334.8134 or visit [optumrx.com](https://optumrx.com). If there are any additional questions, please contact your Human Resource Department. Please note the effective date on this documentation is a reflection of the last update to this plan. This document is a current representation of the plan benefit at this time.

## City of Amarillo Prescription Plan

Retail Pharmacy Coverage (01 30 Day Supply)	In Network Pharmacy
Generic	\$10.00
Preferred Brand	\$35.00
Non-Preferred Brand	\$50.00

Retail Pharmacy Coverage (31 90 Day Supply)	In Network Pharmacy
Generic	\$20.00
Preferred Brand	\$70.00
Non-Preferred Brand	\$100.00

Mail Order Extended Supply (01 90 Day Supply)	In Network Pharmacy
Generic	\$20.00
Preferred Brand	\$70.00
Non-Preferred Brand	\$100.00

## Accumulations

Maximum Out of Pocket Embedded	\$5,000.00 individual / \$10,000.00 family
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The calendar year Maximum Out of Pocket applies to pharmacy and medical claims. Each individual family member must meet the individual Maximum Out of Pocket unless the family Maximum Out of Pocket has been met by any two or more covered family members. Once met, your covered prescriptions are paid at 100%. Generic Dispense as Written policy does not apply to the Maximum Out of Pocket.

## Specialty Medications

Specialty medications are high-cost drugs that are often injected or infused and require special storage and monitoring. These medications must be obtained through OptumRX specialty pharmacy by calling OptumRX at 1.855.427.4682. Some exceptions apply. These medications are limited to a 30-day supply. Specialty medications largely fall into the formulary brand category but could also fall into the biosimilar or generic specialty drug category. These medications are subject to the appropriate cost share as listed below. OptumRX Specialty Pharmacy also offers pharmaceutical care management services designed to provide you with assistance throughout your treatment.

## Questions?

Contact RxBenefits Member Services for information regarding the prescription drug program at 1.800.334.8134.

Specialty Medication (01 30 Day Supply)		OptumRX
Specialty Generic		\$65.00
Specialty Preferred Brand		\$65.00
Specialty Non-Preferred Brand		\$65.00

## Retail and Mail Order Pharmacies

City of Amarillo participates in the Optum pharmacy network. Contact RxBenefits Member Services at 1.800.334.8134 to inquire about a specific pharmacy.

## Manufacturer Copay Assistance Program (MCAP)

Some specialty medications may qualify for third-party copayment assistance programs which could lower your out-of-pocket costs for those products. For any such specialty medication where third party copayment assistance is used, you will not receive credit toward your maximum out of pocket or deductible for any copayment or coinsurance amounts that are applied to a manufacturer coupon or rebate. Your employer has elected to enroll in Optum's CCAA + Variable Copay Solution Specialty Only program.

## Generic Policy - Dispense As Written (DAW)

If you choose to buy the Brand name drug when a Generic equivalent is available, you will be required to pay the Brand copay/coinsurance plus the difference in cost between the Generic and Brand name drug.

## Home Delivery Program

A medication that is used for chronic health conditions on an ongoing or long-term basis (e.g., antihypertensive medication taken daily to control high blood pressure). Your plan allows maintenance medications to be filled in 90-day supplies by mail order pharmacy or at a retail pharmacy location.

## Preventive Medications

Your employer's plan is subject to the Affordable Care Act (ACA) which requires the coverage of a number of preventive items and services at 100% and ensures these items and services are not subject to deductibles, maximum out of pockets, or other limitations such as annual caps or limits. You may contact RxBenefits Member Services at 1.800.334.8134 if you have specific drug questions or register at [optumrx.com](http://optumrx.com) to check drug costs and coverage.

## Compound Drugs

For compound drugs to be covered, they must satisfy certain requirements. In addition to being medically necessary and not experimental or investigative, compound drugs must not contain any ingredient on a list of excluded ingredients. Any denial of coverage of a compound drug may be appealed in the same manner as any other drug claim denial under this coverage. Compounded medications equal to or exceeding \$300 per script will require prior authorization.

## High Dollar Claim Review, Prior Authorization and Appeals program (HDCR)

Medication costs exceeding \$1,000 per 30-day supply and \$3,000 per 90-day supply require prior authorization.

## Low Clinical Value Drug List (LCV)

Separate formulary exclusion list including low clinical value drugs, me too/chemically similar drugs, new to market drugs, and non-essential.

## Formulary

A list of Food and Drug Administration (FDA) approved Prescription Drugs and supplies developed by a Pharmacy and Therapeutics Committee, and/or customized by Optum or RxBenefits. This list reflects the current clinical judgment of practicing health care practitioners based on a review of current data, medical journals, and research information. In your prescription drug coverage, the Formulary Drug list is used as a guide for determining your costs for each prescription. Drugs not listed on the Premium Formulary may not be covered. Your formulary is Premium Formulary.

## Questions?

**Contact RxBenefits Member Services for information regarding the prescription drug program at 1.800.334.8134.**



The following lists are not all-inclusive, but rather are lists of the most commonly used prescription drugs. These lists are subject to change. The Optum formulary provides an up-to-date list of medications that may be covered by the program. The Optum formulary may be found online at [optumrx.com](https://www.optumrx.com). You may also contact RxBenefits Member Services at 1.800.334.8134 to learn whether a specific drug is covered.

### Covered Drugs and Supplies

The following examples of Covered Drugs and supplies may be available with your prescription benefit coverage. FDA-approved pharmaceuticals requiring a written prescription, issued by a licensed physician, dentist, osteopath, podiatrist, optometrist (licensed professionals) or licensed advance practice certified nurse and dispensed by a licensed pharmacist. Please contact RxBenefits Member Services at 1.800.334.8134 if you have specific drug questions or register at [optumrx.com](https://www.optumrx.com) to check coverage.

- ACA Contraceptives (Implantable & intrauterine (IUD)
- ACA Contraceptives (oral, extended cycle, injectable, transdermal, ring, diaphragms and cervical caps)
- ACA Non-Contraceptives
- ACA Preventative Services List
- ADHD/ADD
- Abortifacients
- Allergy Serums (Injectable & Oral)
- Androgen
- DEA Schedule V Products
- Diabetic Medications (Insulin/Non-Insulin)
- Diabetic Supplies (Continuous Glucose Monitors)
- Diabetic Supplies (Lancets, Lancet Devices, Test Strips, alcohol swabs)
- Diabetic Supplies (Pumps & Supplies)
- Diabetic Supplies (Syringes & Needles)
- Erectile Dysfunction
- Insomnia / Sedatives / Hypnotics
- Legend Drug Compounds
- Legend Vitamins (Rx)
- Migraine Medications
- Multi-Vitamins
- Narcolepsy
- Pain / Narcotics / Opioids
- Respiratory Supplies
- Smoking Cessation Products
- Specialty Medications
- Standard RX/OTC Equivalents
- Topical Acne Medications

### Quantity Limits for Covered Drugs

Certain Prescription Drugs are covered up to preset limits. These limits are based upon standard FDA approved dosing for the medications. If you request that a prescription be filled for a drug that is subject to quantity limitations, the prescription will be filled up to the preset limits. In some cases, it may be medically necessary for you to exceed the preset limits. In those instances, Prior Authorization is required. In such cases your doctor may initiate Prior Authorization by calling RxBenefits toll-free at 1.800.334.8134. Many drugs are subject to quantity limitations for patient safety based on FDA guidelines. Your plan has identified the following drug categories for Quantity Limits.

- Anti-Anxiety Medications
- Anti-Diabetic Agents
- Anti-Inflammatory Eye Agents
- Anti-Nausea Agents
- Anticoagulants
- Anticonvulsants
- Antidepressants
- Antipsychotic Agents
- Asthma and COPD Agents
- Contraceptives
- Erectile Dysfunction (ED) Agents
- Glaucoma Agents
- Irritable Bowel Syndrome IBS Agents
- Migraine Agents
- Nasal Steroids
- Non-Opioid Analgesics
- Opioid Analgesics
- Osteoporosis Agents
- Proton Pump Inhibitors
- Sleep Agents
- Smoking Cessation Agents
- Specialty Medications

For more information about specific drugs subject to coverage limitations, please call RxBenefits Member Services at 1.800.334.8134 or visit [optumrx.com](https://www.optumrx.com).

### Prior Authorization and Appeals

If a prescription drug claim is wholly or partially denied, you or your authorized representative has the right to appeal the decision. You or your authorized representative may appeal the denial no later than 180 days after receiving notice of an adverse claim decision. Appeals of prescription drug claims are handled by RxBenefits and are decided in accordance with the terms of the plan document. Following a clinical review, one of four actions will occur: the medication is approved, the medication claim is denied, the doctor may decide to withdraw and prescribe a different medication, or the reviewer can dismiss the claim due to lack of communication from the prescriber. Your prior authorizations are handled by RxBenefits.

## Questions?

Contact RxBenefits Member Services for information regarding the prescription drug program at 1.800.334.8134.

If denied, the member may appeal the decision. Upon appeal, a second pharmacist reviewer will evaluate the prior authorization and make a decision (approved/denied). If denied a second time, a final appeal may be made, which is forwarded to an outside medical reviewer. If denied, there are no further appeals.

Your doctor may initiate the Prior Authorization, quantity limit, high dollar claim review or any other rejection process by calling RxBenefits at 1.800.334.8134.

The following medications may require a prior authorization under your plan:

- ADHD Medications
- Acne Oral Medications
- Acne Topical Agents
- Allergen Extracts
- Anti-Infective Agents
- Anti-Obesity/Anorexiants/Appetite Suppressant
- Anticonvulsants
- Asthma and COPD Agents
- Diabetic Agents
- Drug Devices
- Dry Eye Syndrome Agents
- GLP-1 (Diabetic Drug)
- Hypoactive Sexual Desire Disorder (Addyi-HSDD Agents)
- Irritable Bowel Syndrome IBS Agents
- Non ADHD Stimulant
- Opioid Analgesics
- Specialty Medications
- Testosterone

### Discount Program

Price Edge (Optum): Your employer is offering a seamless point of sale discount on non-specialty generic drugs and some non-covered products. If available for your medication, this discount will be applied with no action from you, and be captured as part of your benefit.

### Exclusions

Coverage is not provided for:

- Anabolic Steroids
- Anti-Obesity/Anorexiants/Appetite Suppressant
- Bulk Powder Compounds
- Diabetic Supplies (Blood Glucose Meters)
- Dietary Management
- Electrolyte Replacement
- Experimental Medications
- Fertility Medications (Injectable & Oral)
- Fluoride (Topical with Prescription)
- Homeopathic
- Hypoactive Sexual Desire Disorder (HSDD e.i. Addyi)
- Multi-Vitamins with Fluoride
- Multi-Vitamins with Iron
- Non-ACA Vaccines
- Nutritional Supplements
- OTC Naloxone Products
- OTC Outside of ACA Drug List

## Questions?

Contact RxBenefits Member Services for information regarding the prescription drug program at 1.800.334.8134.

## **Definitions:**

### **Co-Insurance**

The percentage of charges a Participant is required to pay for covered prescription drugs.

### **Copayment (Copay)**

The specified charge you are required to pay for a Covered Drug.

### **Brand-Name**

A Prescription Drug that is protected by a patent, supplied by a single company and marketed under the manufacturer's brand name.

### **Generic Drug**

A generic drug is identical to a brand name drug in dosage form, safety, strength, route of administration, quality, performance characteristics, and intended use. Although a generic drug is chemically identical to its branded counterpart, it is typically sold at substantial discounts from the branded drug's price.

### **Over-the-Counter Drug (OTC)**

Any medical substance that can be purchased without a prescription. OTC medications are not covered by your plan unless otherwise stated.

### **Non-Preferred Brand**

Non-Preferred Brand is a Brand Name prescription drug that does not appear on the formulary of Brand Name Drugs designated by Optum as Preferred. Members may pay a higher cost for Non-Preferred Brand-Name Prescription Drugs than for Preferred Brand-Name prescription Drugs.

### **Preferred Brand Drug**

Preferred Brand Drug is a prescription drug that appears on the formulary of Brand-Name Prescription Drugs designated by Optum Preferred. This list is subject to periodic review and modifications by Optum. Members may obtain a copy of this list by contacting RxBenefits Member Services at 1.800.334.8134 or by registering on [optumrx.com](https://optumrx.com). Members pay a lower copay/co-insurance for Preferred Brand-Name Prescription Drugs than for Non-Preferred Brand-Name Prescription Drugs.

## **For More Information About the Prescription Benefit Coverage**

City of Amarillo has partnered with Optum and RxBenefits to provide prescription drug benefits. Optum serves as the pharmacy benefit manager and RxBenefits administers the prescription drug program.

The website, [optumrx.com](https://optumrx.com) is designed to help you explore ways to track your prescription benefits. You may use the site to locate pharmacies and compare prescription drug costs.

RxBenefits, Inc. does not provide legal advice. Nothing herein or in any other documents provided by RxBenefits, Inc. should be construed, or relied upon, as legal advice. It is the responsibility of the employer/plan sponsor and not RxBenefits, Inc. to determine the contents of its group health plan document and related summary plan description. The employer/plan sponsor should consult with its legal counsel regarding the contents of its group health plan and summary plan description, and the legal requirements that may be applicable thereto. For plan members with questions about plan coverage, please consult your HR Department.

## **Questions?**

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# Discover the convenience of home delivery from OptumRx



Home delivery is safe and reliable, and you get:

- A three-month supply of your medication, saving you time and possibly money
- Free standard shipping
- Phone access to pharmacists 24 hours a day, 7 days a week
- Helpful reminders letting you know when to take or refill your medications

**It's easy to sign up and start saving. Just choose one of the options below:**

- Ask your doctor to send an electronic prescription to OptumRx.
- Visit **optumrx.com** or use the OptumRx app. From there, you can fill new prescriptions, transfer others to home delivery and more.
- Call the toll-free number on your member ID card to speak to a customer service advocate.

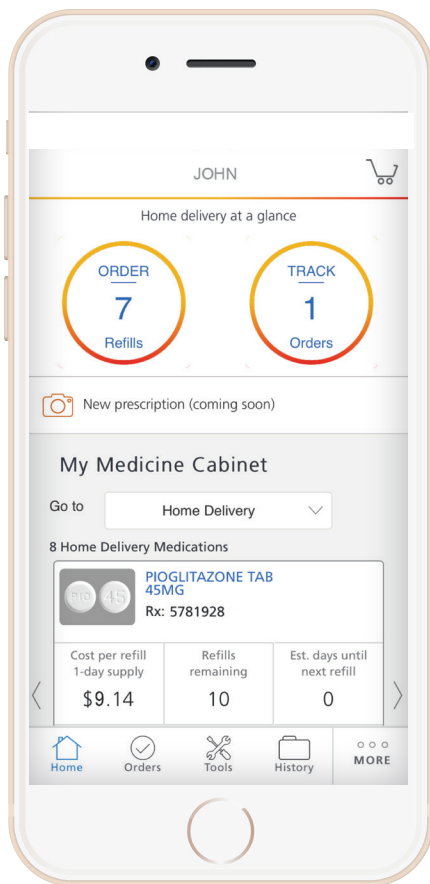


**Manage your medication from your mobile phone. Download the OptumRx® app today.**





# The OptumRx app



**The OptumRx® App makes the online pharmacy experience as simple as possible. You can easily:**

- Refill or renew a home delivery prescription
- Transfer a retail prescription to home delivery
- Find drug prices and lower-cost options
- View your prescription claim history or order status
- Locate a pharmacy
- Access your ID card, if your plan allows
- Set up refill reminders
- Track your order

**Download the OptumRx App now**  
from the Apple® App Store or Google Play™.





# Welcome to your specialty pharmacy

Optum Rx offers specialty medication support through Optum Specialty Pharmacy so that you can get specialty prescriptions and personalized support the way you want it.

## What is a specialty medication?

A specialty medication may be injected, infused, taken by mouth or inhaled. It's different from other medication because it:

- May need ongoing clinical oversight and extra education
- May have unique storage or shipping needs
- May not be filled at retail pharmacies
- May need infusion or home nursing

## What services does the specialty pharmacy provide?

You'll get access to these helpful resources.

### Easy prescriptions

- Get medications delivered on time, accurately, and affordably
- Order refills by phone or online\*
- Receive support through virtual visits, calls, live chat, or text

### Expert guidance

- Connect with a clinician to help manage your medications
- Find out about financial help for your medication
- Learn more about your condition and treatment through videos

**We're here for  
you 24/7**

**1-855-427-4682**

**(TTY 711)**

**[specialty.optumrx.com](https://specialty.optumrx.com)**

**Sign in or  
register today**



# Guiding your health journey

Managing and living with a complex health condition is challenging. We're here for you when you need us.



## Getting started

Call **1-855-427-4682** to switch.

Pharmacists and patient care coordinators are ready 24/7 to help you:

- Transfer your prescription
- Find affordable ways to get your medication
- Explain how to use the specialty pharmacy



## Personalized support

We're always ready by phone to answer questions about your medication, side effects and more. You can also use the tools below:

**Virtual visits** – Set up a video chat with an expert in your condition. Ask questions from the privacy of your home. You can even record your session to review later or to share with your caregivers.

**Video series** – Watch videos from other patients with specialty conditions. Hear about their treatment and how they are doing.



## Working with your pharmacist or nurse

- Tell us how your therapy is going, if you're having trouble keeping up, having side effects or forgetting to take your medication.
- We can help you find wellness programs to help you stay on track.
- If you're part of a clinical management program, follow your care plan and tell us about any new medications you're taking.



## Staying on track

A few days before your next fill, we'll send you a refill reminder by email, phone or text. Call us to sign up for text messages.

Optum® Specialty Pharmacy can only fill specialty medications. Use your home delivery or retail pharmacy for your non-specialty prescriptions. You may pay less with home delivery and lower-cost options.

\*Some medications for more complex conditions do not qualify for online ordering. Call 1-855-427-4682 and speak with a patient care coordinator to order those refills.



Optum Rx specializes in the delivery, clinical management and affordability of prescription medications and consumer health products. We are an Optum® company – a leading provider of integrated health services. Learn more at [optum.com](https://www.optum.com).

All Optum® trademarks are owned by Optum, Inc. in the U.S. and other jurisdictions. All other brand or product names are trademarks or registered marks of their respective owners.

Optum Specialty Pharmacy is affiliated with Optum Rx, a pharmacy benefits manager. You may not be required to use Optum Specialty Pharmacy for your specialty medication. There may other pharmacies available in your network. Call the customer service number on your member ID card or visit your plan website and use the pharmacy locator to view listings. Your receipt of this communication is acknowledgment of the information provided. You may contact the customer service number on your member ID card for any questions or concerns.

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# Prescription Benefit Coverage

City of Amarillo | Administered by RxBenefits, Inc. and Optum, Effective January 01, 2026

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Specialty Generic		\$65.00
Specialty Preferred Brand		\$65.00
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- Diabetic Agents
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- GLP-1 (Diabetic Drug)
- Hypoactive Sexual Desire Disorder (Addyi-HSDD Agents)
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- Bulk Powder Compounds
- Diabetic Supplies (Blood Glucose Meters)
- Dietary Management
- Electrolyte Replacement
- Experimental Medications
- Fertility Medications (Injectable & Oral)
- Fluoride (Topical with Prescription)
- Homeopathic
- Hypoactive Sexual Desire Disorder (HSDD e.i. Addyi)
- Multi-Vitamins with Fluoride
- Multi-Vitamins with Iron
- Non-ACA Vaccines
- Nutritional Supplements
- OTC Naloxone Products
- OTC Outside of ACA Drug List

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A Prescription Drug that is protected by a patent, supplied by a single company and marketed under the manufacturer's brand name.

### **Generic Drug**

A generic drug is identical to a brand name drug in dosage form, safety, strength, route of administration, quality, performance characteristics, and intended use. Although a generic drug is chemically identical to its branded counterpart, it is typically sold at substantial discounts from the branded drug's price.

### **Over-the-Counter Drug (OTC)**

Any medical substance that can be purchased without a prescription. OTC medications are not covered by your plan unless otherwise stated.

### **Non-Preferred Brand**

Non-Preferred Brand is a Brand Name prescription drug that does not appear on the formulary of Brand Name Drugs designated by Optum as Preferred. Members may pay a higher cost for Non-Preferred Brand-Name Prescription Drugs than for Preferred Brand-Name prescription Drugs.

### **Preferred Brand Drug**

Preferred Brand Drug is a prescription drug that appears on the formulary of Brand-Name Prescription Drugs designated by Optum Preferred. This list is subject to periodic review and modifications by Optum. Members may obtain a copy of this list by contacting RxBenefits Member Services at 1.800.334.8134 or by registering on [optumrx.com](https://optumrx.com). Members pay a lower copay/co-insurance for Preferred Brand-Name Prescription Drugs than for Non-Preferred Brand-Name Prescription Drugs.

## **For More Information About the Prescription Benefit Coverage**

City of Amarillo has partnered with Optum and RxBenefits to provide prescription drug benefits. Optum serves as the pharmacy benefit manager and RxBenefits administers the prescription drug program.

The website, [optumrx.com](https://optumrx.com) is designed to help you explore ways to track your prescription benefits. You may use the site to locate pharmacies and compare prescription drug costs.

RxBenefits, Inc. does not provide legal advice. Nothing herein or in any other documents provided by RxBenefits, Inc. should be construed, or relied upon, as legal advice. It is the responsibility of the employer/plan sponsor and not RxBenefits, Inc. to determine the contents of its group health plan document and related summary plan description. The employer/plan sponsor should consult with its legal counsel regarding the contents of its group health plan and summary plan description, and the legal requirements that may be applicable thereto. For plan members with questions about plan coverage, please consult your HR Department.

## **Questions?**

**Contact RxBenefits Member Services for information regarding the prescription drug program at 1.800.334.8134.**