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Medication Therapy Management program

Get a review of your medications at no cost today

November 30, 2023

Dear [REDACTED],

If you take several medications or have more than one chronic health condition, you could be at risk of dangerous drug interactions or complications. The OptumRx[®] Medication Therapy Management program helps you take your medications correctly and avoid harmful interactions and side effects. You may also learn about other drugs that cost less. Plus, you'll get tips and resources for managing your health.

As a member of Great Plains Medicare Advantage, you can take advantage of this benefit. **Call today.**



1-866-352-5305, TTY 711
8 a.m. - 8 p.m. CST, Monday-Friday
Reference #: CORR-3



Or to learn more, visit
<https://greatplainsmedicareadvantage.com/medication-therapy-management-program/>

Frequently Asked Questions

What else does the Medication Therapy Management program offer?

You'll get useful information about your medical conditions to help you understand

and better manage your health.

How do I get started?

Call the Optum Rx MTM pharmacists at **1-866-352-5305, TTY 711, 8 a.m. - 8 p.m. CST, Monday-Friday**. They'll answer your questions and walk you through next steps. They'll also set up a time to review your medications with a pharmacist.

Can I have a translator during my medication review?

Yes. Ask the pharmacist to have a translator be on the call.

Can an authorized representative or caregiver speak with the pharmacist for me?

Yes. With your verbal permission or completion of the authorized representative form, a family member, friend or other caregiver can speak with the pharmacist.

What happens after my medication review?

We'll send you a list of your medications with information to help you when you talk with your doctors and authorized representative.

Why should I call?

The program is already included in your plan, so there's no extra cost to you.

Optum Rx pharmacists are here to support – not replace – the care your doctor provides. They can answer questions and may help you save money on your medications.

Don't miss out on this great no-cost benefit.

Proof

To opt out of the Medication Therapy Management program, call 1-877-299-7103, TTY 711 24 hours a day, 7 days a week, and provide the code 123456.

This document and others if attached contain information from Optum Rx that is proprietary, confidential and/or may contain protected health information (PHI). We are required to safeguard PHI by applicable law. The information in this document is for the sole use of the person(s) or company named above. If you received this document by mistake, please know that sharing, copying, distributing or using information in this document is against the law. If you are not the intended recipient, please notify the sender immediately and return the document(s) by mail to Optum Rx, P.O. Box 2749, Shawnee Mission, KS 66201.

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Do you have unused expired medications and are looking for a safe way to dispose of them? Before you throw them away, here are some things you should know.

Here is how to safely dispose of unused or expired medications before they do harm:

For safety reasons, unused or expired medications should be disposed of as soon as possible.

- Find a nearby pharmacy or other local resource with a medication take back service.
 - The US Drug Enforcement Administration (DEA) allows unused prescription medications to be returned to pharmacies or other authorized sites. You can locate participating locations at: <https://apps2.dea diversion.usdoj.gov/pubdispsearch/spring/main?execution=e2s1>
 - Community take back sites are the preferred method of disposing of unused controlled substances. Below are some drug take back programs near you:
 - <DISP_Disposal1SiteName>
 - <DISP_Disposal1Address1> <DISP_Disposal1Address2>
 - <DISP_Disposal1City>, <DISP_Disposal1State>, <DISP_Disposal1Zip>

 - <DISP_Disposal2SiteName>
 - <DISP_Disposal2Address1> <DISP_Disposal2Address2>
 - <DISP_Disposal2City>, <DISP_Disposal2State>, <DISP_Disposal2Zip>
 - Additional drug disposal information can be found on the DEA website at: www.deatakeback.com
- If you cannot get to a drug take back location promptly, or there is none near you:
 - Mix the unused supply with an undesirable substance such as dirt or coffee grounds.
 - Put the mixture into a disposable container with a lid, such as an empty margarine tub, or into a sealable bag, then place the sealed container in your trash.
 - Make sure to conceal or remove any personal information, including Rx number, on the empty containers by covering it with black permanent marker or duct tape, or by scratching it off to protect your privacy.
 - Place both the sealed container with the mixture and the empty drug containers

in the trash.

- Only flush approved unused or expired medications down the toilet only if indicated on the label, patient information, or no other disposal options are available.

More information on the safe disposal of medications can be found on the United States Department of Health and Human Services website:

<https://www.hhs.gov/opioids/prevention/safely-dispose-drugs/index.html>

Proof

Non-discrimination notice

Align powered by Sanford Health Plan and Great Plains Medicare Advantage comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, sex (including pregnancy, sexual orientation, and gender identity), or any other classification protected under the law. Align powered by Sanford Health Plan and Great Plains Medicare Advantage do not exclude people or treat them differently because of race, color, national origin, age, disability, sex (including pregnancy, sexual orientation, and gender identity), or any other classification protected under the law.

Align powered by Sanford Health Plan and Great Plains Medicare Advantage:

- Provide free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provide free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages
- If you need these services, please call us:
 - Great Plains Medicare Advantage: (855) 800-8872 (TTY: 711)
 - Align powered by Sanford Health Plan: (844) 642-9090 (TTY: 711)
 - Our customer service lines are available 24 hours a day, 7 days a week.

If you believe that Align powered by Sanford Health Plan or Great Plains Medicare Advantage have failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity), you can file a grievance with the Section 504 Coordinator at:

Mailing Address: OptumRx Civil Rights Coordinator, 11000 Optum Circle, Eden Prairie, MN 55344

Telephone number: (855) 351-5495 (TTY: 711)

Fax: (855) 351-5495

Email: Optum_Civil_Rights@Optum.com

You can file a grievance in person or by phone, mail, fax, or email. If you need help filing a grievance, the Section 504 Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW

Room 509F, HHH Building

Washington, D.C. 20201

(800) 368-1019, (800) 537-7697 (TDD)

Complaint forms are available at:

<http://www.hhs.gov/ocr/office/file/index.html>.



Help in Other Languages

For help in any language other than English, call Great Plains Medicare Advantage: (855) 800-8872 (TTY: 711); Align powered by Sanford Health Plan: (855) 800-8872 (TTY: 711).

Arabic - ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم (855) 800-8872: Great Plains Medicare Advantage (رقم هاتف الصم والبكم): (TTY: 711) (844) 642-9090: Align powered by Sanford Health Plan (رقم هاتف الصم والبكم): (TTY: 711)

Amharic - ማስታወሻ: የሚናገሩት ቋንቋ ካማርኛ ከሆነ የትርጉም አገልግሎት ድርጅቶቻችን በነጻ ሊያገዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ Great Plains Medicare Advantage: (855) 800-8872 (መስማት ለተሳናቸው: 711); Align powered by Sanford Health Plan: (844) 642-9090 (መስማት ለተሳናቸው: 711).

Chinese - 注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 Great Plains Medicare Advantage: (855) 800-8872 (TTY: 711); Align powered by Sanford Health Plan: (844) 642-9090 (TTY: 711).

Cushite (Oromo) - XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa Great Plains Medicare Advantage: (855) 800-8872 (TTY: 711); Align powered by Sanford Health Plan: (844) 642-9090 (TTY: 711).

German - ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: Great Plains Medicare Advantage: (855) 800-8872 (TTY: 711); Align powered by Sanford Health Plan: (844) 642-9090 (TTY: 711).

Hmong - LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau Great Plains Medicare Advantage: (855) 800-8872 (TTY: 711); Align powered by Sanford Health Plan: (844) 642-9090 (TTY: 711).

Karen - ၵတ်သျှင်ၵတ်သး- နမ့ၢ်ကတိၢ် ကညိၣ် ကျိၣ်အသိၣ်, နမ့ၢ်န့ၢ် ကျိၣ်အတၢ်မၤစၢၤလၢ တလၢၢ်ဘျုးလၢၢ်စ့ၤ နီတံၢ်ဘျုးသ့န့ၢ်လီၤ. ကိး Great Plains Medicare Advantage: (855) 800-8872 (TTY: 711); Align powered by Sanford Health Plan: (844) 642-9090 (TTY: 711).

Korean - 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. Great Plains Medicare Advantage: (855) 800-8872 (TTY: 711); Align powered by Sanford Health Plan: (844) 642-9090 (TTY: 711) 번으로 전화해 주십시오.

Laotian - ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການ ຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທສ Great Plains Medicare Advantage: (855) 800-8872 (TTY: 711); Align powered by Sanford Health Plan: (844) 642-9090 (TTY: 711).

French - ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le Great Plains Medicare Advantage: (855) 800-8872 (ATS: 711); Align powered by Sanford Health Plan: (844) 642-9090 (ATS: 711).

Russian - ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните Great Plains Medicare Advantage: (855) 800-8872 (телетайп: 711); Align powered by Sanford Health Plan: (844) 642-9090 (телетайп: 711).

Spanish - ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al Great Plains Medicare Advantage: (855) 800-8872 (TTY: 711); Align powered by Sanford Health Plan: (844) 642-9090 (TTY: 711).

Tagalog - PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa Great Plains Medicare Advantage: (855) 800-8872 (TTY: 711); Align powered by Sanford Health Plan: (844) 642-9090 (TTY: 711).

Thai - เรียน: ถ้า คุณพูดภาษาไทยคุณสามารถใช้ บริการช่วยเหลือทางภาษาได้ ฟรี โทร Great Plains Medicare Advantage: (855) 800-8872 (TTY: 711); Align powered by Sanford Health Plan: (844) 642-9090 (TTY: 711).

Vietnamese - CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số Great Plains Medicare Advantage: (855) 800-8872 (TTY: 711); Align powered by Sanford Health Plan: (844) 642-9090 (TTY: 711).

