



Member success story

Supporting the needs and preferences of a member with diabetes

Optum Guide™ Enhanced Family Support (EFS) holistically supports members, building trust to lay the groundwork for ongoing relationships. Using Care Team expertise, EFS specialists collaborate together to ensure fast member resolution.

Meet Max



Max's Trulicity® prescription request is denied for several weeks. After calling his provider's office, pharmacy and **Optum Rx** with no resolution, he loses trust in the system. Now out of his medication, he calls **Optum** as a last resort and is connected with **Jan, a Care Guide**.

Jan works with Walgreens to determine if the correct information is being filled. She confirms with Optum Rx that Max has an active prescription authorization on file.

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Jan discovers that an incorrect group number is associated with Max's account, making it impossible to process prescriptions. She continues to collaborate with Optum Rx to correct the critical issue.



Jan learns that Trulicity is out of stock at Max's local pharmacy and in the surrounding area. She pulls in **Andra, another Care Guide**, to help locate the prescription.

After calling several pharmacies in the area with no luck, **Andra** determines that Optum Rx is an option and has Trulicity in stock. She confirms with Max that he's willing to have the medication shipped to him rather than picking it up. Andra also confirms that Max has met his out-of-pocket and has zero cost due.



A 3-month supply is scheduled for **Max** until the prescription is available at his local pharmacy. Thanks to the Care Guides advocating for and collaborating with Max, his trust in the system is restored.



“I told him, ‘I am the voice of your insurance company, and we are going to make this right for you.’”

– **Andra, Care Guide**

Connect with your Optum representative to learn more.