

Pharmacy Reimbursement Instructions:

Members can follow the steps below to receive reimbursement for a prescription. If a member has not met their deductible, the reimbursed amount will apply to both their deductible and maximum out-of-pocket.

Steps to receive pharmacy reimbursement:

- Complete the [Direct Member Reimbursement Form](#). Make sure you include the member ID number with this request. The number is located on the Member ID card.
- Be sure to send the prescription (the piece of paper that was stapled to the bag).
- Mail the request and prescription label receipt to:
Optima Pharmacy Department
Optima Health
4417 Corporation Lane
Virginia Beach, VA 23462

All requests for pharmacy reimbursement are subject to plan guidelines, policies and procedures. For example, if a drug requires pre-authorization and has been rejected at the pharmacy, it is not eligible for reimbursement. All controlled medications **will not** be reimbursed if prior authorization or step edit requests are not established in advance of receipt at the pharmacy.

If you have any questions, please call Member Services at the number listed on the back of your member ID card.