



# So, you need a home infusion treatment.

## What happens now?

If you need home infusion treatments for the first time, you may have a lot of questions about what happens. We've got answers.

Optum Infusion Pharmacy is here with you every step of the way. We're here to support you and provide care you can trust.

Here is what you can expect for your first home infusion treatment.

**Optum**

# Before your infusion treatment

You'll get a call from your patient liaison. They understand the process and are dedicated to helping you. In the meantime, we'll coordinate with your doctor and insurance. That way, your services can start as soon as possible and you'll have what you need for a comfortable and seamless experience.

**\*The timing of each step can vary based on the patient, doctor's office, and treatment.**

1

**You'll get a welcome call from a patient liaison. (1-2 days after we get your prescription information from your doctor\*)**

Patient liaisons are your connection to everything you need from Optum® Infusion Pharmacy. They understand the process and are dedicated to helping you. And, they'll talk you through the steps so you know what to expect.

They will ask you some questions to make sure we have your most current info. We may also need additional information from your doctor. We'll follow up with them to make sure we have everything we need.



After we receive your prescription from your doctor, you'll get a call from a patient liaison to make sure all the information we have about you is correct.

2

**We'll work with your insurance company to meet all their requirements. (24-72 hours\*)**

When the patient liaison calls you, we're already working with your insurance plan to make sure they have all the necessary information. If they have specific requests, such as a prior authorization, our team will work with your doctor's office to file the paperwork.



If we need any information from you during the prior authorization process, we'll call you.

3

**We'll call you again to get you started on your treatment. (1-2 days after insurance requirements are met\*)**

When the insurance is taken care of, we'll call you to tell you if you have a cost for your treatment and what your options are.

A nurse will call you within a couple days. They'll help you understand the infusion process and schedule your first home infusion. You can speak with a pharmacist if you have any other questions. Or, you can call us 24/7.

4

**We'll ship your medication to you so it's ready for your infusion. (2 days-2 weeks\*)**

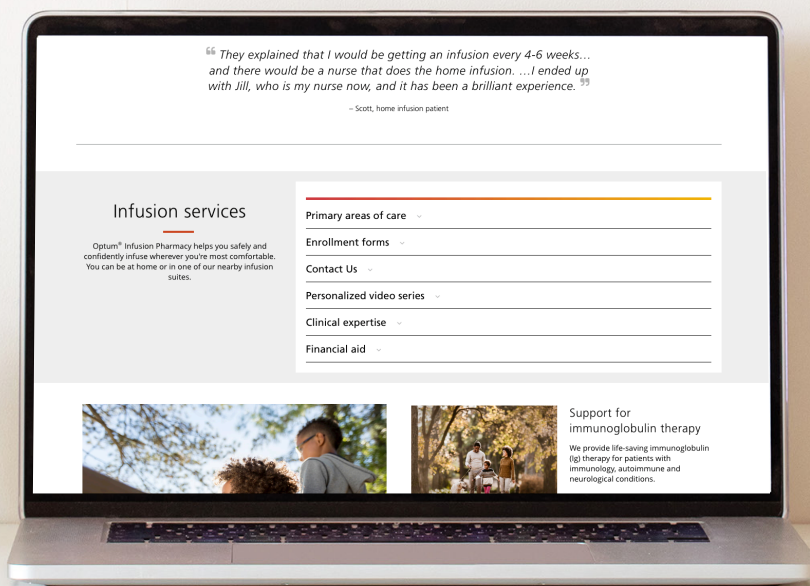
When your infusion is scheduled, our pharmacy will prepare and ship your treatment. We'll make sure it gets to you before your infusion date. We ship medications with FedEx® and UPS®. If you have online accounts with those services, you can track when your medication will arrive.



We'll call you again when all insurance requirements are met. If you decide to use Optum Infusion Pharmacy, a nurse will help you schedule your first infusion and answer any questions you have.



You'll receive your medication prior to your infusion date.



Browse the library at [infusion.optum.com](https://infusion.optum.com). It's full of resources and on-demand videos that can help you learn more about your condition and treatment.



# During the infusion: What we're doing

The day of your treatment, the nurse will come to your home and take you through your infusion. This includes:

- **Checking your vital signs**
- **Mixing your medications**
- **Starting your infusion**  
Your nurse will insert your intravenous (IV) line. This line might be a temporary IV that goes into your hand or arm. You might also have an existing IV port or venous access that your nurse will use.
- **Staying with you through your infusion**  
You can have your infusion anywhere in your home you feel comfortable, or even outside if you want. You can pass the time by reading, watching a movie or even taking a nap.
- **Scheduling your next infusion appointment**
- **Documenting the treatment** so we can share the information back with your doctor. This makes sure your whole health care team is informed about your progress.
- **Staying in your home for a little while after the infusion** to make sure you don't have any adverse reactions. If you do, the nurse can get you help quickly.

We are available for you 24/7. After the nurse leaves, if you have any questions, you can call the number on your prescription label anytime.



# After the treatment

We'll keep your treatments on schedule. If we need more info, we'll let you know. Call us 24/7 to talk with a pharmacist if you have any questions about your treatment, side effects or any lab work you might need. We will:



**Call you a week before** your next infusion to check on side effects, any hospitalizations and how many supplies you have left



**Set up the delivery** for the next infusion



**Review billing options,** including auto-pay, and let you know when to submit payment

## You're not alone

We're in this together. These are the experts on your care team who will be working with you to make sure you get the care you need.



### Patient liaison

They'll help make sure the paperwork goes smoothly, answer your questions and help you navigate the process.



### Pharmacist

They'll fill your prescription and answer questions about the medication.



### Nurse

They'll come to your home to give you the infusion and answer questions you have about the treatment and anything you need to do.

If you have more questions about getting started, please contact your patient liaison. Or, you can contact us using the information below.

## Optum Infusion Pharmacy



**Phone:**

1-877-342-9352



**Online:**

[infusion.optum.com](https://infusion.optum.com)

## About Optum

We're evolving health care so everyone can have the opportunity to live their healthiest life. Together, for better health.

# Optum