

SELF-ADMINISTERED DRUGS

Self-administered drugs are medications that you would normally take on your own, like medications that you take every day to control blood pressure or diabetes, but given while in a hospital outpatient setting.

Why doesn't the hospital bill UnitedHealthcare?

Most in-hospital pharmacies are not contracted to bill Medicare drug plans. Since these hospital pharmacies will not submit the claims to your insurance company, they will bill you instead for the cost of your self-administered drugs.

Procedure to getting Self-Administered Drugs Reimbursed:

- Call the billing department number on the bill and confirm the bill is for self-administered drugs given during the hospital stay.
- Ask for a Detailed Statement/Itemized Bill that shows specifically what medications were given and the amount due.
- When you received the Detailed Statement/Itemized Bill you will need to **pay the bill and request a copy of the paid receipt**. You will need the paid receipt as proof of payment.
- Once you have the Detailed Statement Itemized Bill and the Proof of Payment you will need to complete the reimbursement claim form and submit to UnitedHealthcare at OptumRx Claims Department., P.O. Box 650287 Dallas, TX 75265-0287.
- Keep copies of everything for your records.

Please note: UnitedHealthcare follows Medicare guidelines and will only be able to reimburse the Medicare allowed rate.

What you can do to avoid the charges?

- If you schedule a procedure ahead of time, discuss with the hospital about bringing your own medications with you.
- If you find yourself there unexpectedly, ask the hospital about their policies to avoid unexpected bills.