

Optum RX Pharmacy Benefit Management Services

Keystone First VIP Choice will conclude pharmacy benefit management operations with PerformRx effective December 31, 2026. Effective January 1, 2027, Keystone First VIP Choice will transition its pharmacy benefit management services to Optum RX. Optum RX will manage claims processing, rebates, mail order, and network contracting. Keystone First VIP Choice Pharmacy Department will manage Formulary, Clinical Programs, Prior Authorizations and Member Services.

- The change to Optum RX will affect the formulary.
 - The formulary is periodically updated, so please consult the list regularly to find the most current covered drugs as well as those drugs that require prior authorization.
 - The formulary for Keystone First VIP Choice can be found at <https://www.keystonefirstvipchoice.com/members-2027/pharmacy-benefits>.
- The telephone number or process for requesting prior authorizations will remain the same during this transition.
 - Prior authorizations will be processed internally at Keystone First VIP Choice.
 - The telephone number for questions about prior authorizations is 855-294-7046.
 - The process and forms for submitting a prior authorization request can be found at <https://www.keystonefirstvipchoice.com/provider/resources/prior-authorization>.
- We are working to ensure all pharmacies available in our current network will remain available after our transition to Optum RX. The change to Optum Rx may impact some of the contracted pharmacy network available to our members. Impacted members will be made aware if their pharmacy is affected.
- If a pharmacy that is not already part of the Optum RX network chooses not to join, we will assist your patient in locating a new pharmacy within the Optum RX network.
 - The contracted pharmacies for Keystone First VIP Choice can be found at <https://www.keystonefirstvipchoice.com/members-2027/network-pharmacy>.
- The Pharmacy Clinical Prior Authorization telephone number will not change. The number is 866-828-0023. Providers can call this number for questions to ask about prior authorizations and/or other questions that they may have about pharmacy benefits and services.
- The Pharmacy Member Services telephone number will not change. The number is 866-828-0021. Members can call this number to ask about prior authorizations and/or other questions that they may have about pharmacy benefits and services.

Questions:

If you have questions about this communication, please contact your Account Executive.



Keystone First
VIP Choice