

# GE HealthCare Specialty Drug Center of Excellence program

Frequently asked questions

## Program overview

### What is the GE HealthCare Specialty Drug Center of Excellence (COE) program?

It is a program that provides the option of receiving care in the comfort of your own home. It may help lower your health care costs, and improves treatment results while receiving Intravenous Immunoglobulin (IVIG), Remicade®, Orencia®, Entyvio®, Inflectra or Renflexis infusion therapies. Optum® Infusion Pharmacy provides the services for this program through your pharmacy benefits with Optum Rx.

### What is the benefit of the program?

In addition to receiving infusion care in your home, GE HealthCare Health Choice Option 1 and Health Benefits Options 1 and 2 members will get 100% coverage of necessary medication, nursing services, supplies and equipment – not subject to annual deductible or coinsurance. For Health Choice Options 2 & 3 and Health Benefits Option 3, 100% coverage applies after the annual deductible has been met.

### Who qualifies for the program?

This program is available to GE HealthCare Health Choice and GE HealthCare Health



Benefits members who meet program criteria. If you or a family member covered by your plan has been diagnosed with a chronic illness that requires IVIG, Remicade®, Orencia®, Entyvio®, Inflectra or Renflexis infusion therapies, contact Health Coach at **1-866-272-6007** to determine eligibility for enrollment.

### Who provides the in-home infusion services?

The entire process is managed by Optum Infusion Pharmacy. A dedicated nurse manager coordinates all details of your care. Optum Infusion Pharmacy distributes the medication(s) and nurses administer the infusion.

**How do I order the infusion drugs?**

Your nurse will contact you before each shipment to coordinate delivery. A dose (or a month) of medication and supplies are delivered with the order.

**How long does an infusion take?**

The frequency and length of the infusion will vary depending on the type of medication and the required dosage. Your infusion can take as little as 30 minutes or as long as several hours. You will work with your nurse manager to find a time that works best for your treatment.

**What happens when the Optum Infusion Pharmacy nurse arrives at the home?**

The nurse will do a medical history as well as a physical assessment and will administer the medication. They may also do some tests and fill out questionnaires to determine your response to the medication. The nurse will stay with you the whole time.

**Can I still get in-home infusions if I am away from home?**

Yes. Once you are in the program, you will work with a nurse to figure out your schedule while away from home.

**What if I have a question(s) or no longer want to be in the GE HealthCare Specialty Drug COE program?**

You may leave the GE HealthCare Specialty Drug COE program at any time. You must call Health Coach at **1-866-272-6007** to cancel the delivery and call your doctor for a new referral. You may have more out-of-pocket costs for treatments received outside of this program.

**Will my information be kept private?**

Yes. As a member of the GE HealthCare Specialty Drug COE program, all of your information will be used in accordance with applicable law. Please contact Health Coach at **1-866-272-6007** for more information.

**What happens if my contact information changes?**

Please contact Optum Infusion Pharmacy at **1-877-342-9352** right away to make sure there is no delay in your prescribed therapy.



The information in this educational tool does not substitute for the medical advice, diagnosis or treatment of your physician. Always seek the help of your physician or qualified health provider for any questions you may have regarding your medical condition.

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