

OptumRx Provider Tools: Where to Start and How to Navigate

How to Navigate OptumRx Provider Tools

Start Here

Rx Professionals – Resources & Support

 <https://professionals.optumrx.com>

This site is the **main entry point for all OptumRx provider tools**. While it is not a single portal, it serves as a **central hub** that directs providers to the correct system based on the task they need to complete.

What You Can Do from This Page

Submit & Track Prior Authorizations

Providers can submit prior authorizations directly from the landing page by selecting: **“Submit an Rx prior authorization”**

This link routes providers to the appropriate prior authorization workflow, including electronic prior authorization (ePA) where applicable.

From the PA workflow, providers can:

- Submit PA requests
- View active or in-process requests
- Track PA status

Providers may be routed to different systems depending on the medication, plan type, and submission method (ePA vs. manual).

Access Forms & Reference Materials

From the landing page, providers can select **Rx manuals and forms** to access commonly needed documents, including:

- Prior authorization request forms
- Provider manuals and guides
- Payer-specific reference documents

This area is searchable and filterable, allowing providers to quickly locate the correct document by category or keyword.

Review Formulary & Clinical Requirements

From the landing page, providers can access:

- **Rx manuals and forms**
- **Clinical publications**
- **Payer sheets & notices**

These sections house payer-specific documents, clinical policies, and reference materials used to understand coverage rules, PA requirements, and step therapy guidelines.

Important – CareOregon context:

- Formulary and clinical access on the OptumRx site depends on what functions are delegated by the client.

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- For CareOregon, providers should rely on **CareOregon-specific guidance and confirmations** when determining formulary status, PA, or step therapy requirements.

Verify Eligibility & Pharmacy Benefits

From the landing page, providers select **Sign in** (Pharmacy Sign In) to access eligibility and benefit information based on their role and client configuration.

Key actions available after sign-in include:

- Confirming member eligibility
- Reviewing pharmacy benefit details tied to the member's plan

Eligibility and benefit visibility is role-based and requires provider authentication.

Important to Know

- There is **no single, all-in-one OptumRx provider portal**
- The landing page ensures providers are routed to the **right place for the right task**

Key Takeaway

Always begin at <https://professionals.optumrx.com> to access OptumRx provider tools, submit requests, and find the most current guidance and resources.