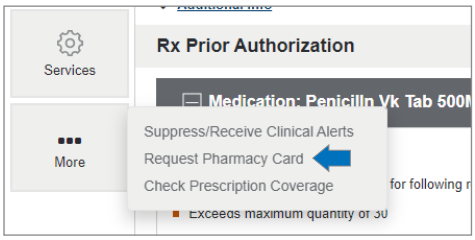
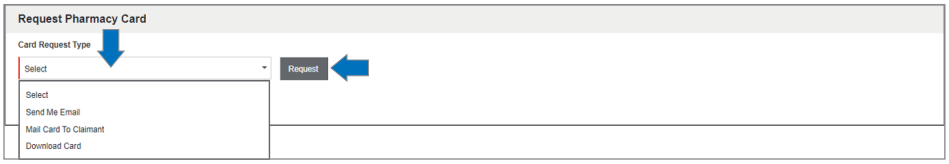
Request Pharmacy Card

On the Optum OWCP FECA VitalPoint® portal, claims professionals can access and send a copy of the Pharmacy Card to the claimant.



Click on **More** in the left-side menu then click on **Request Pharmacy Card**.



Use the **Card Request Type** drop down to select the appropriate delivery method and click **Submit**.

- **Send me Email –** A PDF copy is attached to email. The email is sent to the claims professional making the request.
- **Mail Card to Claimant –** A request is sent to mail a physical card to the claimant.
- **Download Card –** A PDF copy displays on the requestor's computer.

VitalPoint keeps track of the last time a claimant was mailed a pharmacy card.

PHARMACY PROGRAM CUSTOMER SERVICE

Available: 24 hours a day, 7 days a week
Telephone: 1-833-FECA-PBM (1-833-332-2726) Option 1

DURABLE MEDICAL EQUIPMENT & DIAGNOSTICS CUSTOMER SERVICE

Available: Monday – Friday, 8:00 AM – 8:00 PM ET
Telephone: 1-833-FECA-PBM (1-833-332-2726) Option 2

PORTAL SUPPORT

Available: Monday – Friday, 8:00 AM – 8:00 PM ET
Telephone: 1-833-FECA-PBM (1-833-332-2726)
Email: DOLVitalPointSupport@optum.com

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