***Important Health Benefits Update CONCERNING Pharmacy REFILLS SEPTEMBER 7, 2017:***

Due to Hurricane Irma and the State of Emergency declared in Florida, United Healthcare/OptumRx

has removed the “REFILL TOO SOON” policy on all City of Lakeland enrolled members under the health plan. This means all City employees enrolled in the City of Lakeland’s health plan may obtain refills NOW without being denied. If you attempted to obtain your prescription prior to September 7, 2017, you should return to your pharmacist and have any denied prescriptions re-processed. This should clear up any denied refill attempts that were too early.

Thank you.