



Transform how your members get their medications



Many of your members take ongoing medications to help control chronic, potentially costly conditions like high blood pressure, diabetes and asthma. These maintenance medications account for a significant portion of your pharmacy spend, and it's more important than ever to manage that spend.

Clients save up to **5%** of total pharmacy spend¹

A convenient way to save

Mail Service Saver encourages members who are taking maintenance medications to fill through Optum® Home Delivery for the greatest savings with no opt-out. This helps both your organization and your members save.

Members save **\$10-\$12** for each prescription they switch to home delivery²

With home delivery, you get simple, safe and convenient services that help members stay adherent and improve health outcomes.

Consistent, clear communication for a better member experience



When members switch to home delivery, they get two grace fills at retail and extensive educational materials that help them understand how the program works, what they need to do and when.



Rely on seamless service

Our systems are fully integrated, so all prescriptions are filled according to your benefit design and clinical initiatives. We offer customer, clinical and operational services that are consistent and reliable. With our sophisticated order management system, we can deliver 100% of orders on the day they are needed so medications are always on hand.



Boost adherence

Home delivery customers are more adherent than retail customers, even when compared to those getting 90-day supplies at retail. And higher adherence may lead to lower cost of care.⁵



Go mobile

The Optum Rx[®] app makes medication home delivery even easier to manage. Members can simply download it to their smartphone or tablet to:

- Refill or renew a home delivery prescription
- Transfer a retail prescription to home delivery
- Find medication prices and lower-cost options
- View prescription claim history or order status
- Locate a retail pharmacy for urgent or acute medication fills



Provide 24/7 access

Home delivery offers the ultimate in convenience. Members not only save time and travel expense; they avoid waiting in line to pick up prescriptions. And they can use our website 24/7 to manage their account, order refills, view their claims history, find helpful information and more. They also have around-the-clock access to pharmacists for phone consultations to review current and new medications and make sure medications interact safely.



Count on accuracy and attention

Home delivery blends high technology with a personal touch. The entire operation is performed under the watchful eyes of pharmacists and begins the moment we receive a prescription order. Our high-tech automated processes result in:

- High dispensing accuracy rate of 99.998%⁸
- Pharmacists that spend 70% of consulting time with patients⁹

Home delivery patient fill satisfaction transactional Net Promoter Score[®] (NPS) **11 points higher** than retail pharmacy⁴

20% higher medication adherence versus 30-day supply at retail⁶

Nearly **4 out of 5** members report being **highly satisfied** with how easy it is to fill prescriptions through Optum Home Delivery³

30 minutes: Average time patients spend on a virtual visit appointment with our consulting pharmacists⁷

We ship **tens of millions** of prescriptions to consumers safely, conveniently and for a lower cost.



For more information about home delivery and to discuss potential pharmacy benefit savings with Mail Service Saver, visit optum.com/Optumrx.



Notes

1. Optum Rx internal analysis. Savings is off total pharmacy spend, based on data analysis of full book of business claims for clients using one of our core home delivery programs (Mail Service Saver, Mail Service Saver Plus, Mail Service Member Select). Savings ranges from 1-5.5%, not a guarantee of savings. January-December 2020.
2. Optum Rx internal analysis. Median savings for those members using pricing tool, who ultimately fill at a home delivery pharmacy vs. retail after doing a price check. Data for all lines of business, over 115,000 claims. January 2020-October 2020.
3. Internal transactional Net Promoter scorecard (tNPS). Year-to-date, December 2021.
4. Internal transactional Net Promoter scorecard (tNPS). Year-to-date, October 2021.
5. The American Journal of Managed Care. The Cost of Not Taking Our Medicine: The Complex Causes and Effects of Low Medication Adherence. ajmc.com/view/the-cost-of-not-taking-our-medicine-the-complex-causes-and-effects-of-low-medication-adherence. Published November 29, 2018. Accessed March 30, 2022.
6. Optum Rx clinical analytics. Home delivery vs. retail study: Medication adherence among home delivery users versus retail pharmacy users for direct commercial in 3 classes. January 2018-December 2020.
7. Optum Rx internal report. Summary of Live Consult. Data confirmed by Marius Maree, RPh. December 2020.
8. Internal Optum Home Delivery operational analysis. Year-to-date, October 2021.
9. Optum Rx internal report. Summary of Live Consult. Data confirmed by Marius Maree, RPh. November 14, 2018.

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