



Member Onboarding program

Helping members make a smooth transition to OptumRx

Designed to help members manage change effectively and maintain continuity of care, this enhanced open enrollment experience takes the stress out of transitioning. It's available to all members who may face one or more modifications to their prescriptions due to utilization review requirements or formulary/network changes.

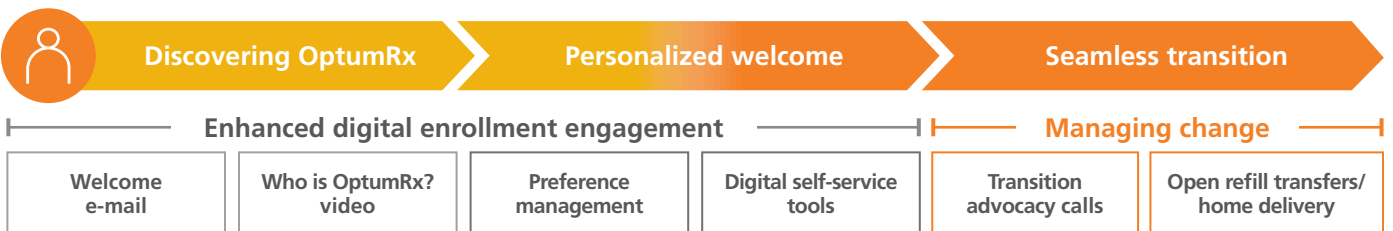
Well before the start date, eligibility data is analyzed to identify potential changes as a result of the transition. That data then populates an online dashboard, which is used during advocacy calls to help affected members take the appropriate action. Members can also access this dashboard to understand what they can do to help prevent avoidable disruptions in therapy.

By simplifying the pharmacy experience and guiding members to cost-effective options, we help improve financial and health outcomes.

Consumer-centric approach takes the guesswork out of change

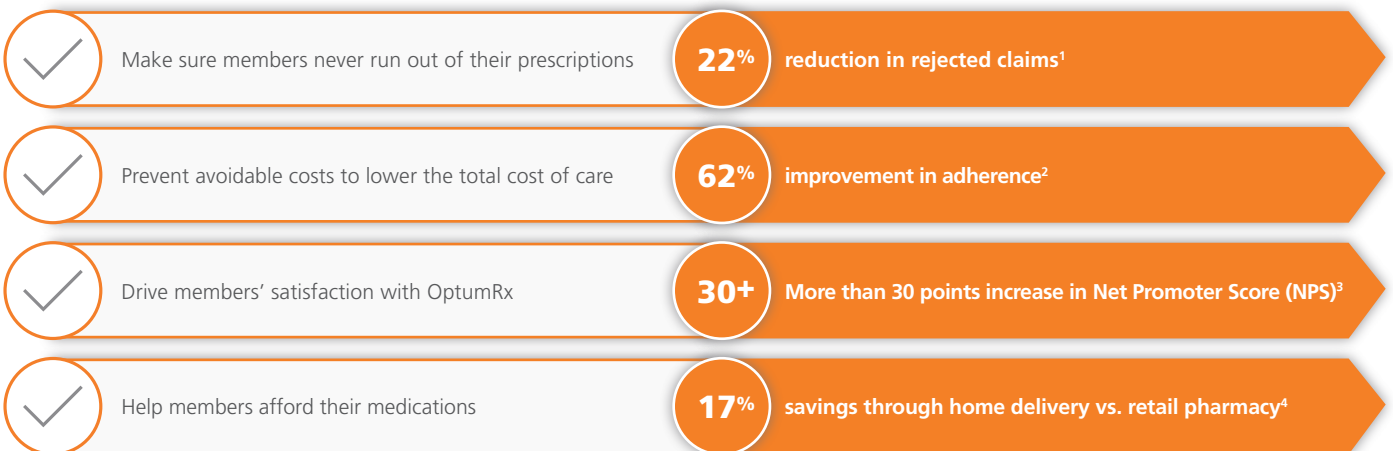
- Transition advocates guide members through the change process 60 days prior to go-live
- Digital self-service tools give members control to prevent avoidable disruption in therapy
- Multimodal communication strategy lets members choose how they prefer to communicate with us

Enhanced member onboarding experience



Helping members make a smooth transition

The OptumRx® Member Onboarding program proactively manages change and supports continuity of care.



1. Outcomes based on January 1, 2019 onboarding pilot program with participating clients as compared to control group.

2. Ibid.

3. Ibid.

4. OptumRx calculation of patient cost savings, assuming 2.5 copay with home delivery.