



# Home delivery drives better medication adherence

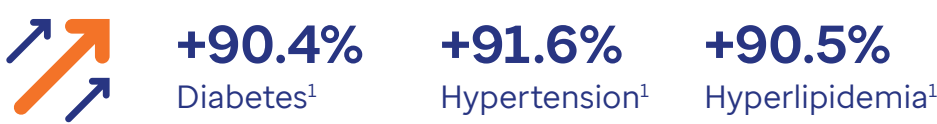


An Optum study shows that our home delivery pharmacy **consistently ranks higher in medication adherence** performance than retail pharmacies.<sup>1</sup>

Medication non-adherence can account for up to **50%** of treatment failures in the United States<sup>3</sup>

## Home delivery drives greater health outcomes

We analyzed three chronic conditions, along with the Centers for Medicare & Medicaid Services (CMS). For every condition, home delivery participants had higher medication adherence rates.<sup>1</sup>



Optum® Home Delivery patients are more adherent to their therapeutic regimen than retail customers, even when compared to those getting 90-day supplies at retail.<sup>2</sup> **Higher medication adherence may lead to lower cost of care.**<sup>3</sup>

Proportion of adherent patients (PDC>80%) for 90-day prescriptions

**20%** higher medication adherence with home delivery 90-day versus 30-day supply at retail<sup>2</sup>

## Home delivery outperforms retail

**Higher accuracy<sup>5</sup>**  
Optum Home Delivery pharmacy accuracy rate for prescription fills is **99.99%**

**Lower cost<sup>4</sup>**  
Optum Home Delivery pharmacies are **17%** lower than retail

Optum Home Delivery fulfillment leverages the advantages of scale and computerized logistics for **fast, accurate and efficient** pharmacy service. The result is satisfied patients and impressive overall cost savings for the entire health care system.

**Home delivery saves money**

- 1 in 4 patients** say they struggle to afford their medication<sup>6</sup>
- \$10-12 average** patient savings when switching from retail to Optum Home Delivery<sup>4</sup>

## Here's the takeaway

Studies show that home delivery increases patient:



Optum Home Delivery is a vital addition to your patient care toolkit, along with other key patient services like text message refill reminders, concierge patient services and automatic refills.

Home delivery is an easy way to improve medication adherence while getting your patients the medication they need the most, quickly and conveniently.

## Get your patients started today with home delivery

**Send ePrescribing to:**  
Optum Home Delivery  
6800 W 115th St, Ste 600  
Overland Park, KS 66211  
NCPDP ID: 1718634

Or call our dedicated clinician line at **1-800-791-7658, TTY 711**

**What do we mean by "adherence"?**  
Simply put, adherent patients use their medications as directed. We use Proportion of Days Covered, or PDC, as used by the Pharmacy Quality Alliance, a recognized standards-setting organization.<sup>1</sup>

**Sources**  
<sup>1</sup>Percentage Adherent Utilizers - Retail 30 vs. Retail 90 vs. Home Delivery 90, MAPD Population, 2021  
<sup>2</sup>Optum Rx clinical analytics. Home delivery vs. retail study: Medication adherence among mail-order pharmacy users versus retail pharmacy users for direct commercial in 3 classes. January 2021 - December 2021.

<sup>3</sup>Pages-Puigdemont N, Manguerra MA, Masip M, et al. Patients' perspective of medication adherence in chronic conditions: a qualitative study. Adv Ther. 2016; 33(10):1740-1754.  
<sup>4</sup>Internal calculation of patient cost savings assuming 2.5 copay at Home Delivery, Commercial population.

<sup>5</sup>Internal Optum Rx analysis.

<sup>6</sup>Kaiser Family Foundation, kff.org 2019 poll.

<sup>7</sup>P.J. Campbell, M. Patel, et al. Systematic review and meta-analysis of community pharmacy error rates in the USA: 1993-2015. BMJ Open Quality v.7.

<sup>8</sup>Internal NPS Scorecard, 2022 Patient NPS HD vs. Retail.

