



OptumRx home delivery

What is OptumRx® home delivery? A convenient service offered by OptumRx that delivers prescriptions directly to patients' homes, saving them both time and money.

Provider Line: **1-800-791-7658**

Benefits:



Increases Medication Adherence (90-Day Home Delivery vs. 90-Day retail)¹

- Diabetes: 6.6% increase
- Hypertension: 4.1% increase
- Statins: 5.8% increase²



Ease of Use

- There are several secure, convenient payment options including check by phone, credit card, debit card, and ACH
- No credit card required for \$0 copay medications
- Automatic refill eligibility⁴



Saves Patients Time and Money

- Medications generally arrive within 3-5 business days
- \$0 copay for Tier 1 and Tier 2 drugs for Medicare Advantage patients
- Free standard shipping
- Prescriptions are, on average, 17% less than retail pharmacies³



Other Key Benefits

- Customer satisfaction is 10% higher than at retail pharmacies⁵
 - 24/7 access to pharmacists
 - Medication disposal available
- 1-800-791-7658**



Getting Started

- Provider submits prescription via EMR
- OptumRx will call patients for billing information if a copay is required

1. OptumRx HD vs. Retail Adherence Study based on paid claims from Jan – Dec Direct Commercial in 3 classes. 2. OptumRx paid claims assessed from Jan. – Dec. 2018 for ORx Direct Commercial- Focused on Diabetes, Hypertension, and Statin class utilizers with majority of fills at either Home Delivery or Retail pharmacies. 3. Internal calculation of patient cost savings assuming 2.5 copay at HD. Note: Each percent difference is calculated as a geometric difference and percent differences are not additive. 4. Some patients based on client - Part D eligible starting 1/1 (for those who have opted in). 5. Internal NPS Scorecard, 2018 Patient NPS HD vs. Retail.