



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.¹

Medication non-adherence can account for up to **50%** of treatment failures in the United States³

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.¹



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.² **Higher medication adherence may lead to lower cost of care.**³

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

20% higher medication adherence with home delivery 90-day versus 30-day supply at retail²

Home delivery outperforms retail

Higher accuracy⁵
Optum Home Delivery pharmacy accuracy rate for prescription fills is **99.99%**

Lower cost⁴
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 medication⁶
- \$10-12 average** patient savings when switching from retail to Optum Home Delivery⁴

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 (OptumRx Mail Service)
6800 W 115th St, Ste 600
Overland Park, KS 66211-9838
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.¹

Sources
¹Percentage Adherent Utilizers - Retail 30 vs. Retail 90 vs. Home Delivery 90, MAPD Population, 2021
²Optum 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.
³Pages-Puigdemont N, Mangues MA, Masip M, et al. Patients' perspective of medication adherence in chronic conditions: a qualitative study. Adv Ther. 2016; 33(10):1740-1754.
⁴Internal calculation of patient cost savings assuming 2.5 copay at Home Delivery, Commercial population.
⁵Internal Optum Rx analysis.
⁶Kaiser Family Foundation, kff.org 2019 poll.
⁷P.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.
⁸Internal NPS Scorecard, 2022 Patient NPS HD vs. Retail.