

# An overview of Optum Home Delivery

Optum® Home Delivery improves medication adherence\*, may lead to lower cost of care<sup>1</sup>, and helps your patients get their maintenance medications delivered to the home quickly and conveniently.

Prescription home delivery is a vital addition to your patient care toolkit, along with refill reminders and multi-dose medication packaging delivery options. Key benefits for you and your patient include:



## Drive better health outcomes with increased medication adherence

We analyzed 3 chronic conditions, along with the Centers for Medicare & Medicaid Services (CMS). For every condition, home delivery participants had higher medication adherence rate vs. retail.<sup>2</sup>

90.4% Diabetes<sup>2</sup>

91.6% Hypertension<sup>2</sup>

90.5% Hyperlipidemia<sup>2</sup>



## Save time and money

- You and your staff can save time and reduce supply costs
- Minimizes patient trips to retail pharmacy with 3-month supply of maintenance medications
- Many prescriptions cost less, or offer Medicare patients \$0 copays on tier 1 and tier 2 medications
- Prescriptions (on average) are 17% less than retail pharmacies<sup>4</sup>



## Accurate, safe and convenient

- Optum Home Delivery pharmacy accuracy rate for prescription fills is 99.99%<sup>5</sup>
- 24/7 access to pharmacists
- Secure and easy patient payment options (credit, debit card, by phone using check or by payment plan). **No credit card needed for \$0 copay medications.**
- Free standard shipping within the United States, medications generally arrive within 3 to 5 business days



## Other patient services

- Text message refill reminders
- Automatic refills, with sign-up
- Multi-dose medication packaging delivery options
- Medication disposal available, call **1-800-791-7658**

## Get started

Once prescription is received, Optum Rx will call patients for billing information if a copay is required. **Still have questions?** Please call or email our pharmacists.



### Send ePrescribing to:

Optum Home Delivery  
(OptumRx Mail Service)  
6800 W 115th St, Ste 600  
Overland Park, KS 66211-9838  
NCPDP ID: 1718634



Dedicated clinician line  
**1-800-791-7658**



**ORxProviderHelp@optum.com**

\***What do we mean by “adherence”?** Normal text: 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

1. Pages-Puigdemont N, Manges MA, Masip M, et al. Patients' perspective of medication adherence in chronic conditions: a qualitative study. *Adv Ther.* 2016; 33(10):1740-1754.
2. Percentage Adherent Utilizers - Retail 30 vs. Retail 90 vs. Home Delivery 90, MAPD Population, 2021
3. 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.
4. Internal calculation of patient cost savings assuming 2.5 copay at Home Delivery, Commercial population.
5. Internal Optum Rx analysis.



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