

# The Provider Experience Report: A focus on home delivery



According to a recent nationwide survey,<sup>1</sup> research shows that providers embrace the benefits of mail order pharmacies. Patient medication cost savings and convenience are key factors in driving support for receiving prescriptions by mail.

Mail order pharmacies have emerged as an important option for patients to fill their prescription medications for chronic conditions. The role providers have in recommending home delivery services to patients was recently explored in an Optum-sponsored blind study targeting a national health care provider panel.<sup>1</sup> Providers surveyed included those who submitted a prescription to a mail order

**81% of provider respondents noted patient cost savings is the key reason for recommending home delivery.<sup>1</sup>**

pharmacy within the past year and practice as a Endocrinologist/ Diabetologist, Cardiologist, General/ Family Practitioner, Internal Medicine, or Psychiatrist. The study offered perspectives on provider engagement with mail order pharmacies and their thoughts on ways to improve the prescription-filling experience through these services.

While retail pharmacies provide the more common means for patients to obtain their prescription medications, about two-thirds of the providers surveyed said they were likely to recommend a mail order pharmacy to their patients.<sup>1</sup> The factors influencing their support:

- **81%** of providers noted prescription drug cost savings for their patients
- **78%** noted convenience to the patient

## Improving the process

The survey data provided constructive feedback from providers on ways to improve or enhance mail order pharmacies.<sup>1</sup> Two areas noted as potential barriers to recommending mail order services included:

- Need for patients receiving their medication on time
- Perceived value of patients' relationship with a local pharmacist.

## OptumRx Home delivery by the numbers

Average prescription price is **17%** lower at home delivery vs retail<sup>4</sup>

**70%** of orders ship within 1 day<sup>5</sup>

**10%** increase in patient satisfaction<sup>2</sup>

**24/7** patient access to a pharmacist

Home delivery increases medication adherence (90-day home delivery vs 90-day retail)

**6.6%** increase for Diabetes<sup>6</sup>

**4.1%** increase for Hypertension<sup>6</sup>

**5.8%** increase for Statins<sup>6</sup>

**Speed of medication delivery** is critical to any mail order process. Half of providers in the survey expected medication delivery to take between 3 to 5 days.<sup>1</sup> This is consistent with the turnaround time offered by OptumRx home delivery on all standard orders. For expedited delivery needs, overnight shipping is available to get medication in the hands of patients quickly.

Impact of **patient's relationship with a local pharmacist** is a consideration. OptumRx home delivery offers pharmacists available by phone 24 hours a day. Moreover, the support is provided by expert consulting pharmacists who spend more than 70% of their time conferring with patients. By comparison, retail pharmacists may commit less than 30% of their time for consultation.<sup>3</sup>

To conclude, providers strive to deliver the best care to their patients, which includes ensuring easy access to the medication therapies needed to treat their conditions. Based on provider feedback from this important and timely survey, mail order pharmacies are seen by providers as a convenient and cost saving option that helps achieve that objective.

**About 2/3 of the providers surveyed were likely to recommend a mail order pharmacy to their patients.<sup>1</sup>**

To learn more about the benefits of home delivery, visit our website.

[Learn more](#)

1. Home Delivery Provider Experience Survey/Optum Customer Insights, Optum Customer Office. 2020.

2. Internal NPS Scorecard, 2018 Patient NPS HD vs. Retail.

3. Drug Topics. Pharmacist workload and time management. Published February 19, 2001. Accessed April 2, 2020.

4. Internal OptumRx analysis of 2018 home delivery claims.

5. Based on 55M scripts shipped in 2018, internal HDP reporting.

6. OptumRx paid claims assessed from Jan. – Dec. 2018 for OptumRx Direct Commercial - Focused on Diabetes Hypertension, and Statin class utilizers with majority of fills at either Home Delivery or Retail pharmacies. Note: Each percent difference is calculated as a geometric difference and percent differences are not additive.