



# Convenient medication delivery

Optum® Home Delivery is a full service fulfillment pharmacy that delivers maintenance medication directly to your patients.

With over a decade of continuous health-focused innovation, our pharmacy provides your patients an enhanced pharmacy care experience. Patients enjoy easy access to lower-cost medications, one-on-one pharmacist support and other benefits:



## Increased medication adherence while driving down costs

- On average 20% higher adherence was achieved with Optum Home Delivery 90-day fills versus 30-day fills at retail.<sup>1</sup> The adherence rate on average was 16.7% higher for Medicare patients.<sup>2</sup>
- We looked at 3 chronic conditions. Home delivery participants with 90-day fills outperformed both 30-day and 90-day retail fills.<sup>1,2</sup>
  - 90.7% - 93.5% Diabetes
  - 92.5% - 95.7% Hypertension
  - 89.6% - 93.5% Hyperlipidemia
- Many prescriptions cost less, or offer Medicare patients \$0 copays on tier 1 and tier 2 medications.

## Helps advance health equity

Optum Home Delivery provides vital pharmacy services where access is limited due to closures.



## Available prescription support

- Patients enjoy 24/7 access to a pharmacist.
- On-call advocates offer therapy management support and help to ensure patients have continuity of care.



## Peace of mind - safe and secure medication

- Optum Home Delivery achieves a rate of 99.998% dispensing accuracy.
- Prescription orders pass 10 plus safety checks before being shipped.<sup>3</sup>
- Medications ship in discreet eco-friendly, water-resistant and tamperproof packaging.
- Temperature-sensitive medications shipped overnight, at no charge.



## Ready to deliver - always

- Fast, free standard shipping available to a home or location of choice, where state and federal laws allow.
- Medication usually arrives within 5 days of receiving the complete order.
- Overnight shipping is available.
- Flexible delivery with free alternative pick-up sites is available too where state and federal laws allow.



## Other patient services

- Secure and easy patient payment options (credit, debit card, check or payment plan) are available. No credit card is needed for \$0 copay medication.
- Text message refill reminders and automatic refills are sent via mobile device, with sign-up.
- Multidose medication packaging delivery options available.
- Medication disposal available, call **1-800-791-7658**.

## Need more information?

See answers to frequently asked provider questions that help patients:

- Manage flexible shipping options
- Set up an easy payment plan
- Receive timely medication delivery
- Have access to affordable medication
- Give clinical support when needed



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## Thank you for considering Optum Home Delivery for your patients.

Once your patient's prescription is received, we will call them to confirm billing information and advise if a copay is required. **Still have questions?** Please call our pharmacists.



### E-prescribe to:

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



### Dedicated clinician line

**1-800-791-7658**

### Sources

1. UnitedHealth Group 2023 analysis of 2022 commercial medical and pharmacy claims. [uhg.com/research](https://www.uhg.com/research). Commercially Insured Individuals Achieve Greater Medication Adherence with Home Delivery 90-Day Prescriptions. Jan. 23, 2024. Accessed March 15, 2024.
2. UHG 2023 analysis of 2022 Medicare medical and pharmacy claims. [uhg.com/research](https://www.uhg.com/research) Medicare Beneficiaries Achieve Greater Medication Adherence with Home Delivery 90-Day Prescriptions. January 23, 2024. Accessed March 15, 2024. \*Some Medicare beneficiaries are eligible to receive for the same copay as 90-day supplies.
3. Internal Optum analysis, 2023



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