

# The power of OptumRx

## Tackling big challenges in health care

As the most frequent touch point in health care, pharmacy has a pivotal role to play in addressing the biggest challenges:

### Medication affordability

 **1 in 4** consumers say they struggle to afford their medication.<sup>1</sup>

### Multiple chronic conditions

**28%** of Americans have three or more chronic conditions.<sup>2</sup>

### Specialty drug spend

 **49%** of total drug spend goes toward specialty pharmacy.<sup>3</sup>

## Every choice impacts outcomes

OptumRx offers innovations to help you make better choices that address those challenges and drive better outcomes by:



**Impacting total cost of care.** Partnering to provide pharmacy and medical by integrating care.



**Simplifying the member experience.** We engage from the start to make care more accessible, affordable and simple.



**Enabling care providers.** We help make it easier for providers to collaborate for patient well-being and lower costs.

## Enhanced member onboarding experience

OptumRx has a member-centric, three-phased solution designed to manage change.

### 1 | Discovering OptumRx

- Welcome email
- Who is OptumRx? video

### 2 | Enhanced Digital Resources

- Reference Management
- Digital Self-Service®

### 3 | Seamless Transition

- Transition advocacy calls
- Open refills transfers/home delivery

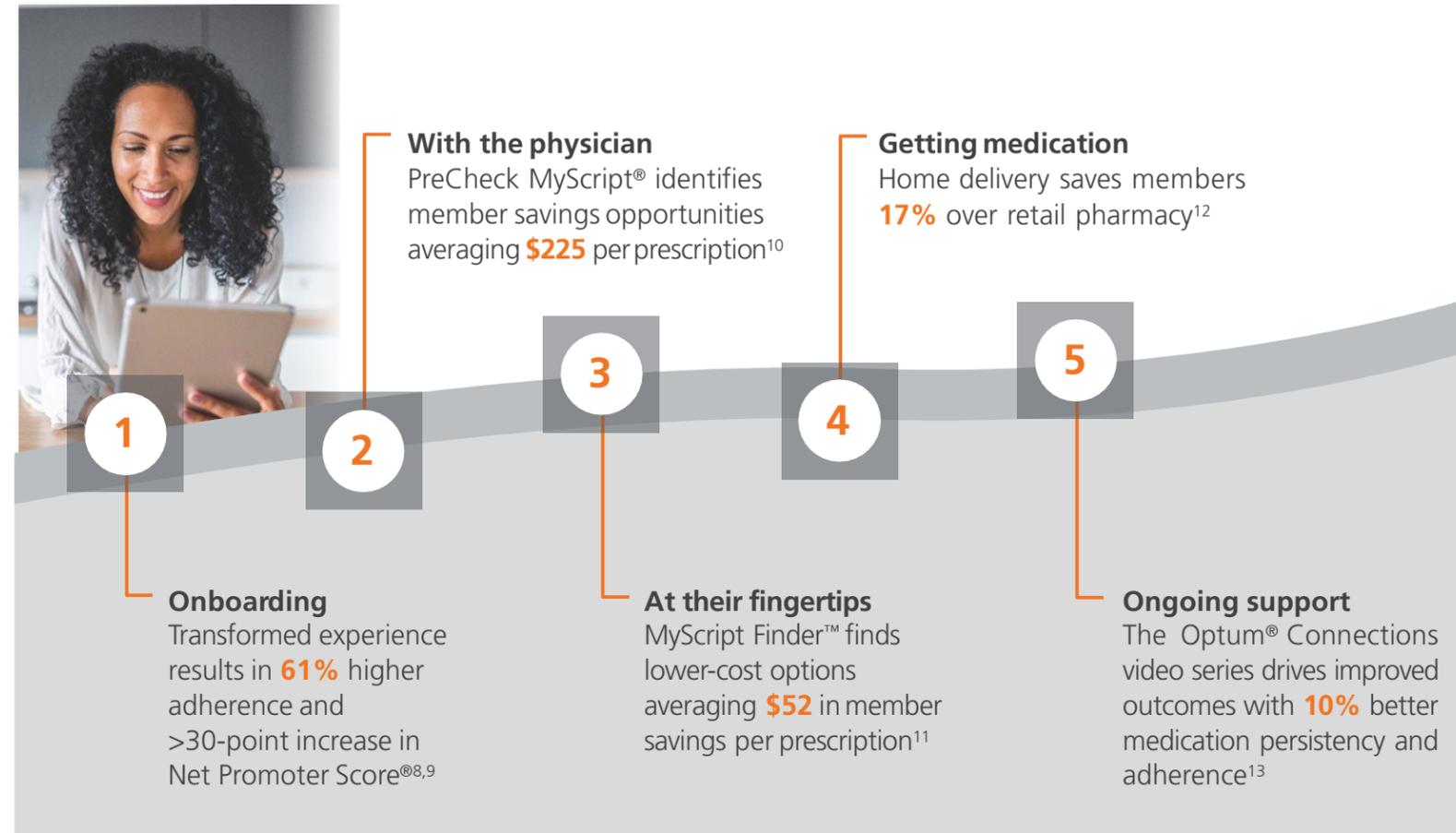
OptumRx is committed to delivering a best-in-class member experience, making things easier — and driving better health overall.

- Reshaping the **online experience**
- Streamlining the Prior Authorization process **with the physician**
- Providing best-in-class service through our **advocacy model**
- Simplifying **home delivery enrollment**
- Enhancing the member experience **at the pharmacy**
- Enhancing mobile solutions **at your fingertips**

1. Kaiser Family Foundation. Peterson-Kaiser Health System Tracker. December 2017  
2. RAND Corporation. Multiple Chronic Conditions in the United States. Published 2017.  
3. IQVIA Institute for Human Data Science. Medicine Use and Spending in the U.S. A Review of 2018 and Outlook to 2023. Published May 2019. Accessed April 14, 2020.

## Simplifying the member experience

We make it easy for members to navigate their pharmacy options and make choices that are most cost-effective for them.



## Transforming choices at the point of care

Informing choices that lead to better outcomes with the physician and at the pharmacy.

### Physicians

Integrating care delivery and removing barriers so physicians can spend more time with patients.

#### PreCheck MyScript

- **80%** Tier 3 medications moved to lower-cost options
- **\$415** client savings per shift
- **30%** prior authorizations initiated or avoided

### Pharmacists

Giving retail pharmacists the insight they need to advise members.

#### Lower-cost alternatives

- PreCheck MyScript data available at the pharmacy counter for more opportunities to educate members.

#### Medication reviews

- High-risk members flagged for in-person medication reviews.

## The value it delivers

We've been managing the total cost of care for years with proven results. Every day, we help people in the health care system make the right choices. Because the more information people have, the easier it is to see the big picture

8. OptumRx. Analysis of pilot program for OptumRx enhanced onboarding clients. 2019.

9. Net Promoter, Net Promoter System, Net Promoter Score, and NPS are registered trademarks of Bain & Company, Inc., Fred Reichheld and Satmetrix Systems, Inc.

10. OptumRx. Internal claims analysis. 2019.

11. OptumRx. MyScript Finder program results. October 2019.

12. OptumRx. Internal claims analysis. 2018.

13. Optum Specialty Pharmacy. Internal claims analysis. 2015.

### About OptumRx

OptumRx is a pharmacy care services company helping clients and approximately 60 million members achieve better health outcomes and lower overall costs through innovative prescription drug benefit services.