Optum



Built to deliver for *every member*

At Optum® Home Delivery Pharmacy, we don't just ship 90-day supplies of maintenance medication directly to members. Our experienced team of 24/7 pharmacists, care advocates and operations experts is dedicated to helping each member be their healthiest and save on prescriptions.

Cost savings without compromise

Members typically save $32 per prescription when they switch to Optum Home Delivery.[1] Cost savings, combined with convenience and flexibility, make it easier for members to take their medication as prescribed. Our pharmacy experience helps drive a 27% higher medication adherence and may reduce long-term health costs.[2] Members have options that include:

- Automatic refills and proactive renewals to make getting prescription refills easy. Once they select auto refill, we take care of the rest.
- Ways to manage out-of-pocket costs with flexible payment options at checkout. Members can choose to split their costs into 3 equal monthly payments or pay in full. Manufacturer copay cards are also accepted.

Safe delivery members can count on

Home delivery pharmacy continuously invests in innovation. Leveraging proprietary, technical advancements in the areas of automation, efficiency and quality control help ensure a good member experience.

Members can count on safe, accurate and fast 90-day prescription fills. We ship 98% of requested orders within 2 days, and members get most orders within 5 days.[3]

By the numbers

- With more than 10 safety checks, our **dispensing accuracy is 99.998%.**[4]
- Members typically **save $32 per prescription** when they switch to Optum Home Delivery.[1]
- Home delivery helps members stay on track with **27% higher medication adherence.**[2]

Medication ships securely and discreetly, including cold-chain packaging designed to keep medication at appropriate temperature for 60 hours.[5] We also offer:

- Delivery to alternate pickup sites at no additional charge, providing additional safety, security and peace of mind[6]
- Deterra® bags to dispose of unwanted or expired medication to help prevent misuse



Around-the-clock pharmacists

When retail pharmacies are closed, Optum Home Delivery is open. Your members can place orders quickly and easily at a time that works for them by app, website or phone. Our pharmacists are available to support members day and night. They bring a personal touch to the convenience and high performance of a home delivery pharmacy. Plus:

- Members get fast answers and resolution – our average response time is 21 seconds, and average call time is only 5.2 minutes.[7]
- Our pharmacists value each member's privacy by providing discreet consultation for any therapy concerns.

References

1. Optum Rx. Analysis of January-December 2025 trial claim and production claim data for commercial book of business.
2. Optum Rx Clinical Analytics. Medication adherence among mail-order pharmacy users versus retail pharmacy users. Home delivery vs. retail study for direct commercial book of business. January-December 2025.
3. Optum, Internal operations scorecard, full book of business 2025
4. Optum. Internal analysis of home delivery book of business dispensing accuracy rate. 2025.
5. Optum Operations 2026.
6. Medications can be sent to alternative locations where state and federal laws allow.
7. Optum. Internal operations scorecard 2025.

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