Optum

Safe delivery members can count on



Optum® Home Delivery Pharmacy values our obligation to fulfill prescription orders with the utmost care and convenience. We deliver members' medication right to their mailbox with home delivery. They get the medications they need – when they need them.

Built with members safety in mind

Members can be confident that their medication will always be delivered with a commitment to safety and accuracy as our top priority.

Dispensing

- 99.998% dispensing accuracy[1]
- 10 separate safety / quality checks[2]

Packaging

- Discrete, puncture resistant and conceals medication for theft protection
- Cold-chain packaging designed to keep medication at appropriate temperature for up to 60 hours[3]

Pick up options

- Members can arrange to pick up their medication from one of 40,000 secure FedEx or UPS locations across the nation.[4]

Shipping

- Easy-to-use online tools provide flexibility to change shipping address, view and track orders.
- We offer fast, safe and reliable delivery through USPS, FedEx or UPS.
- 98% of complete orders ship within 2 days and are delivered to members in 5 days.[5]
- Members can request a signature confirmation for delivery.
- We ship to all postal codes in the U.S. and 3 U.S. territories.

Disposal

- Members can request a Deterra® bag to dispose of unwanted medication and help prevent misuse.

24/7 pharmacist support

Give your employees the convenience of doorstep delivery along with a level of expert support that's vanishing from even traditional pharmacies.

You ask, we answer

When does a medication require refrigeration?

A drug manufacturer determines if a medication will deteriorate after prolonged exposure to temperatures above refrigeration (36–46 F) and requires refrigeration to prevent reduced effectiveness. Our protocols help ensure we meet or exceed the drug manufacturer's standards for medication that needs to be refrigerated.

How are refrigerated orders packaged?

We pack medication requiring refrigeration in insulated boxes (or coolers). A combination of frozen and ambient gel packs are included with the order, depending on the destination temperature.

How long does an order keep refrigerated?

Packs are designed to last up to 60 hours in most climates. For shipments during extreme weather conditions (cold or warm), our materials will keep medication at correct temperature for more than 36 hours.

How do we protect orders from extreme heat/cold?

We use a dynamic, pack-out system which considers the temperature at the shipping destination and recommends the proper pack-out method to protect the package. Pack-outs are designed and tested under a variety of conditions in lab settings and use real-world data. This data helps us determine the best way to pack/ship a medication to maintain contents at the manufacturer's recommended temperatures.

We also use Next Day Air and Express Services, as well as recovery procedures in those cases where packages are delayed due to shipping interruptions. In some cases, orders are returned and repackaged with fresh cold pack gels.

What should a member do if there is a concern about the medication order?

Our team of pharmacists and clinicians will gather information from the member to determine the condition/safety of the medication order. If it is determined the medication is damaged, or is at risk of being unsafe, a new order will be shipped to the member.

What carrier do we use to ship refrigerated orders?

We use many different carriers, including FedEx, UPS, USPS and other couriers.

When does an order require signature?

- A signature is required for all controlled substances.
- When the member requests the order cannot be delivered without a signature.

Are members notified if their delivery is delayed?

We work with a third-party service to:

- Make outbound calls to the member when packages are at risk of being delayed.
- Deliver delayed packages by special courier.
- Notify members in cases where the original shipment cannot be delivered.

For warm states, can we ship every medication in refrigeration?

Any medication that requires refrigeration is shipped that way. Many medications do not need to be refrigerated for the short time they are exposed to hot temperatures.

Let's get started

For more information, contact your representative or visit **optum.com/optumrx.**

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1. Home delivery book of business dispensing accuracy rate. 2025. | 2. Optum Rx operations. Documented steps for order intake, dispensing, and shipping processes. 2020. | 3. Optum operation 2026. | 4. Medications can be sent to alternative locations where state and federal laws allow. | 5. Internal operations scorecard, full book of business. 2025.

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