



Provider frequently asked questions

Optum Home Delivery Pharmacy

Medication home delivery is vital to increasing patient medication adherence and satisfaction while providing a cost-effective and easy way to receive medications at home.¹ Optum® Home Delivery Pharmacy reduces medication adherence barriers, drives better health outcomes and may lead to lower total cost of care.²

Patient support

Will my patient have access to clinical support when serviced by Optum Home Delivery?

Pharmacists at Optum Home Delivery are available for phone consultations 24 hours a day, 7 days a week to support patients with their clinical needs. Patients can call us at **1-844-368-3685**, TTY **711**.

How does Optum Home Delivery support patient affordability for a 90-day supply?

Providers have the ability to identify lower cost alternatives using their real-time benefits check tool. Or the patient can call us for guidance on lower cost options, including generics. If the prescription is a branded medication, we can provide drug manufacture financial assistance.

We offer an Easy Pay Program as a flexible payment option too. Patients can pay for medication in 3 equal monthly installments. To enroll, patients can call Optum Home Delivery or visit optumrx.com and choose how to pay when placing a home delivery order. Or they can call the number on their plan ID card.

Medication delivery

What are ways Optum Home Delivery ensures medication delivery timeliness?

- We communicate with the patient throughout the process, including sending a shipping confirmation and tracking number to a patient's preferred communication method (text, email or call).
- When a patient is out of refills, Optum Home Delivery will reach out to their prescriber for a prescription renewal to avoid any disruption in therapy.

Refills and automatic refills

How can patients refill prescriptions?

- Patients will be notified via their preferred communication preference when they're due for a refill.



The benefits of Optum Home Delivery

- 20% higher medication adherence with Optum Home Delivery 90-day fills vs. 30-day supply at retail³
- Lower prescription costs and increased savings⁴
- Fast, accurate and efficient online pharmacy⁵
- Greater patient satisfaction and support⁶

- Patients can refill prescriptions via the patient portal at optumrx.com, mobile app or call **1-844-368-3685**, TTY **711**.

Does Optum offer an automatic prescription refill program?

Yes. Optum Home Delivery provides patients with an opportunity to enroll some, or all, of their maintenance medications into the Auto-Refill Program. This program will enable automatic shipping of a patient's medication(s) when next due for refill, thus eliminating the need for the patient to take specific action to initiate the fill themselves. This feature **helps to minimize risk of adherence gaps and provides enhanced convenience** for the patient.

Patients are offered the chance to make any changes they would like for that refill, such as changing the ship date, the preferred delivery location or updating their preferred payment method.

Can a prescriber's office send in a prescription for automatic refills and delivery?

No. Only the patient or their designated representative can enroll or set up automatic refills on an eligible prescription.

Shipping and packaging safety

Do medications have to ship to the patient's house?

No. Optum Home Delivery can ship to a patient's address of choice within the U.S. including P.O. boxes or to one of over 40,000 FedEx or UPS pick-up locations nationwide. Our customer service team can help patients set up their desired shipping location.

Do extreme weather temperatures affect the medications in the shipping process?

Optum Home Delivery ships everything based on conditional packaging, meaning the package's shipment route is routinely monitored for significant temperature changes and the pack-out material is modified to preserve the medication's integrity. Our packing is tested twice yearly to ensure system validity.

When medications require refrigeration, how are they shipped?

Temperature-sensitive medications are shipped via FedEx overnight in packaging that is designed to keep the medication's required storage temperature intact for up to 80 hours.

Patient digital tools

Does Optum Home Delivery offer digital tools for patients?

Yes. Optum Home Delivery has both a patient portal and mobile application.

- The patient portal can be accessed at optumrx.com
- The Optum Rx app can be downloaded for free from the Apple Store or Google Play via a mobile device.

What can patients do in the digital tools?

They can fully manage their prescriptions online if they choose including, but not limited to:

- Transferring a prescription to Optum Home Delivery
- Refilling and/or tracking a prescription
- Updating payment information, enrolling in auto refill or an easy payment plan



Consider Optum Home Delivery for your patients

e-prescribe to:

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

Or call our dedicated clinician line:

1-800-791-7658

References

1. Patients are not required to use Optum Home Delivery as their pharmacy.
2. Pages-Puigdemont N, Mangués MA, Masip M, et al. Patients' perspective of medication adherence in chronic conditions: a qualitative study. *Adv Ther.* 2016; 33(10):1740-1754.
3. UnitedHealth Group 2023 analysis of 2022 commercial medical and pharmacy claims. uhg.com/research. Commercially Insured Individuals Achieve Greater Medication Adherence with Home Delivery 90-Day Prescriptions. Jan. 23, 2024. Accessed March 15, 2024.
4. Many tier 1 and tier 2 medications cost less, or even \$0 for Medicare members.
5. Optum Home Delivery Pharmacy accuracy rate for prescription fills is 99.998%. Optum Home Delivery analysis. September 2023.
6. The majority of current users are highly-satisfied with ease of fill. Optum Rx Clinical Analytics. Medication Adherence among Mail order Pharmacy Users versus Retail Pharmacy Users. 90-day Home delivery vs. Retail Study. Data reflected is from January to September 2023 direct commercial book of business. Average adherence improvement of top 3 classes: diabetes 23.4%, hypertension 18.6%, statins 20%.



Optum is a registered trademark of Optum, Inc. in the U.S. and other jurisdictions. All other brand or product names are the property of their respective owners. Because we are continuously improving our products and services, Optum reserves the right to change specifications without prior notice. Optum is an equal opportunity employer.

© 2024 Optum, Inc. All rights reserved. WF8445953_06/2024