

# Give patients peace of mind with safely dispensed prescriptions

Optum Home Delivery Pharmacy offers reliability, accuracy and secure delivery of medications

Ensuring medications meet high quality standards for safety and accuracy is vital to patient care. It is also important to provide easy access to patients for affordable medications. Optum® Home Delivery Pharmacy\* offers a prescription solution that does both.

Patients may save on a 3-month supply of eligible maintenance medication that can be delivered to a home, or location of choice, where state and federal laws allow. Our pharmacy also takes expert care to securely dispense, package and ship medication. Core benefits for you and your patients include:

## Commitment to quality, safety and privacy

- Pharmacist and clinical experts perform 10 or more safety checks.<sup>1</sup>
- Our pharmacy dispensing accuracy of 99.998% is industry-leading.<sup>2</sup>
- Medication is shipped in eco-friendly, water resistant and tamper-proof packaging.
- Simple multi-dose packaging available for patients managing 7+ medications.
- Discreet shipping envelopes are used to protect patient privacy.

## Temperature-sensitive packaging and shipping

Home delivery takes steps to meet or exceed the manufacturer's standards for temperature-sensitive medications. Our fulfillment system picks the right packaging method to protect the medication based on the destination temperature, including these efforts:

- Medication that requires refrigeration is packed in insulated boxes or coolers. Gel packs may be used depending on the destination temperature.
- Packaging maintains the required medication storage temperature which exceeds industry standards, up to 80 hours of cold storage at safe temperatures, as needed.<sup>3</sup>
- Our packing is tested twice yearly to ensure system validity using industry leading standards that exceed requirements.
- Medication that requires temperature-controlled storage is shipped via FedEx overnight.

## Optimized therapeutic outcomes

Optum Home Delivery Pharmacy provides the right safeguards for medication dispensing accuracy and safety. The added benefit of secure packaging and shipping helps maintain prescription drug quality and effectiveness for optimal patient therapy outcomes.

### Sources

1. Internal Optum analysis, 2023.
2. Home delivery book of business dispensing accuracy rate. September 2023.
3. Internal operational data, Q1, 2024.
4. 98% of clean orders shipped within two days, and most orders received within five days. Internal operational scorecard data for full BOB, 4Q/2022.



\* Patients are not required to use Optum Home Delivery as their pharmacy. Patient plan benefits, features and/or devices may vary by plan/area. Limitations and exclusions apply. Optum Home Delivery is a service of Optum Rx.

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## Multiple quality checks

### Dispensing

- Multiple experts review order for validation.
- Prescriptions transcribed and double checked.
- Clinical review performed for verification and approval.

### Fulfillment

- Automated medication fills.
- Pharmacists monitor and verify all prescription orders upon creation and dispensing.
- Bottles securely capped and heat sealed.

### Packaging and shipping

- Packaging keeps medication at correct temperature, includes related supplies and patient education materials.
- Medications ship in discreet, unmarked packages that are puncture resistant and tamper-evident.
- Shipped items are tracked in real time.
- Orders arrive in 3-5 business days once processed.<sup>4</sup>