

Building a solid foundation for a long-term partnership

How OptumRx helped a nonprofit employer save \$938,000 in one year as they worked to fulfill their mission around the world

BACKGROUND

Young Life, a nonprofit employer with roughly 6,000 lives, chose OptumRx® to get the most out of their benefit dollars. Like many employers, Young Life has unique needs. Limiting member disruption was extremely important to this faith-based organization whose mission is to serve youth on a national and global platform. And since all of their operating funds come from private contributions, Young Life was looking for a partner that would:



- Support its mission and goals
- Be a good steward of its benefit dollars
- Provide solid strategy and support
- Effectively engage Young Life members

GOALS

OptumRx worked with Young Life to help meet these goals:

- Supplementing nonprofit employee salaries with rich benefits
- Managing prescription medication costs with strategic oversight
- Reducing potential for financial waste



SOLUTIONS

Young Life partnered with OptumRx under a coalition pricing arrangement that provided greater negotiating power as well as access to dedicated account teams — something many small- or mid-size employers don't typically experience.

As one of more than 50 clients within the coalition that have chosen OptumRx as their partner, Young Life adopted:

- Standard Premium Formulary with comprehensive utilization management programs to provide its employees with access to the most effective, affordable medications available and yield maximum rebates.
- Vigilant Drug List to help minimize financial waste
- Optum Specialty pharmacy exclusive and infusion services ensuring the best oversight of specialty drug spend and compassionate care
- Additional clinical and maintenance programs that help lower costs and improve health outcomes

RESULTS

Partnering with OptumRx through the coalition helped Young Life provide pharmacy services that addressed the unique needs of their population and saved them **\$938,000 in one year** (including rebates) while maintaining excellent member satisfaction. Because the partnership emphasized strong relationships, Young Life also:

- Gave OptumRx **A PERFECT 10** on their net promoter score survey for implementation and annual overall satisfaction
- Expanded their network by joining the **Optum® Strategic Healthcare Advocacy Reference Exchange (SHARE)** program four months after implementation
- Hosted their national benefit committee members at the Optum Specialty Pharmacy facility in Las Vegas to see how high tech meets compassion

"As a religious nonprofit, Young Life wants to care for our staff so well that they don't have to stress about their health benefits and coverages. Our membership is dispersed around the country and the world. We want our people to be able to go to the physician, the clinic, the pharmacy, or wherever they need to, to get appropriate treatment at the right time without bureaucratic hassle or undue delay. OptumRx has helped us in ways we haven't experienced before. It tells us that our pharmacy benefit manager cares about us. I've not had this before, and I love it."

—Troy Mulder, Vice President, Benefits & Human Resource Services

To learn more about Young Life, visit younglife.org.

See how we can help. Visit our [resource library](#).

About OptumRx

OptumRx is a pharmacy care services company helping clients and more than 65 million members achieve better health outcomes and lower overall costs through innovative prescription drug benefit services, including network claims processing, clinical programs, formulary management and specialty pharmacy care. OptumRx is part of Optum®, a leading information and technology-enabled health services business dedicated to making the health system work better for everyone. For more information, visit optum.com/optumrx.