An Optum study shows that our home delivery pharmacy consistently ranks higher in medication adherence performance than retail pharmacies.\(^1\)

Medication non-adherence can account for up to 50% of treatment failures in the United States\(^2\).

Home delivery drives greater health outcomes

We analyzed three chronic conditions, along with the Centers For Medicare & Medicaid Services (CMS). For every condition, home delivery participants had higher medication adherence rates.\(^1\)

+90.4% Diabetes\(^3\)
+91.6% Hypertension\(^4\)
+90.5% Hyperlipidemia\(^5\)

Home delivery outperforms retail

Optum\(^6\) Home Delivery patients are more adherent to their therapeutic regimen than retail customers, even when compared to those getting 90-day supplies at retail.\(^2\) Higher medication adherence may lead to lower cost of care.\(^2\)

Higher accuracy\(^6\) Optum Home Delivery pharmacy accuracy rate for prescription fills is 99.99%.

Lower cost\(^4\) Optum Home Delivery pharmacies are 17% lower than retail

Home delivery saves money

1 in 4 patients say they struggle to afford their medication.\(^6\)
S10–12 average patient savings when switching from retail to Optum Home Delivery\(^4\).

Home delivery drives better medication adherence

Higher medication adherence with home delivery 90-day versus 30-day supply at retail.\(^2\)

+90.5% higher medication adherence with home delivery 90-day versus 30-day supply at retail\(^2\)

Here’s the takeaway

Studies show that home delivery increases patient:

- Savings\(^4\)
- Safety\(^7\)
- Satisfaction\(^8\)

Optum Home Delivery is a vital addition to your patient care toolkit, along with other key patient services like text message refill reminders, concierge patient services and automatic refills.

Get your patients started today with home delivery

Send ePrescribing to:
Optum Home Delivery (OptumRx Mail Service)
6800 W 115th St, Ste 600
Overland Park, KS 66211-9838
NCPDP ID: 1718634

Or call our dedicated clinician line at 1-800-791-7658, TTY 711

What do we mean by “adherence”\(^1\)?

Simply put, adherent patients use their medications as directed. Proportion of Days Covered (PDC) is a monthly pharmacy adherence measure that reflects the percent of days patients take their medications as directed.\(^1\)

Sources

1 Percentage Adherent Utilizers - Retail 30 vs. Retail 90 vs. Home Delivery 90, MAPD Population, 2021
2 Optum Rx clinical analytics. Home delivery vs. retail study: Medication adherence among mail-order pharmacy users versus retail pharmacy users in the direct commercial segment for January 2021 - December 2021.
4 Internal calculation of patient cost savings assuming 2.5 copay at Home Delivery, Commercial population.
5 Internal Optum Rx analysis.
6 Kaiser Family Foundation, kff.org 2019 poll.
8 Internal NPS Scorecard, 2022 Patient NPS HD vs. Retail.

Home delivery outperforms retail

99.99% Optum Home Delivery pharmacy accuracy rate for prescription fills is 99.99%.

17% Lower cost

Home delivery outperforms retail

Savings
Safety
Satisfaction